IP Office PARTNER Version

PARTNER Version Phone Based Administration

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Chapter 1.
Overview

1. Overview

This document covers the programming of an Avaya IP Office PARTNER Version telephone system that can be done from the phones on that system. This is only supported from ETR 18D, ETR 34D, 1408 and 1416 phones.

The range of programming can be divided into the following categories:

- System Administration
  This programming can only be done from extensions 10 and 11. It mainly involves settings that affect all extensions on the system though there is some extension specific settings.
- Centralized Programming
  This programming can only be done from extensions 10 and 11. The user is able to select another extension number and then program settings for that other extension.
- Telephone Programming
  This programming is done from the extension whose settings are being changed.

The IP Office PARTNER Version system using the IP Office Manager application from a PC. IP Office Manager can access all the settings covered by telephone administration plus a wide range of additional settings not available through telephone administration. However use of IP Office Manager is normally reserved for a system installer or maintainer only, due to the nature of the settings that are accessible.

1.1 Programming Functions

The table below lists the settings that can be programmed from a suitable phone.

Category	Setting	Access Type	Code
System Settings	Recall timer 46	System Administration	107
	Log Caller ID Extensions 47	System Administration	317
		System Administration	318
		System Administration	319
Date and Time	Automatic Daylight Saving 31	System Administration	126
	Network Time Synch 30	System Administration	128
	System Date 28	System Administration	101
	System Time 29	System Administration	103
Line Settings	Number of Lines 21	System Administration	104
	Line Assignment 22	System Administration	301
	Line Coverage Extension 23	System Administration	208
	Co Disconnect Time 25	System Administration	203
	Line Ringing 102	Centralized Programming / Telephone Programming (view only)	<button>
	Auto Line Selection 26	Centralized Programming	–
Auxiliary Equipment	Contact Close Grp 53	System Administration	612
	Type - Contact Close 54	System Administration	613
	Doorphone 1 Extension 51	System Administration	604
	Doorphone 2 Extension 51	System Administration	605
	Doorphone Alert Ext 52	System Administration	606
	Internal Hotline Ext 74	System Administration	603
	Loudspeaker Paging Ext 55	System Administration	617
	Fax Machine Extension 56	System Administration	601
Dialing Restrictions and Permissions	Allowed Lists 35	System Administration	407
	Allow To 36	System Administration	408
	Disallowed Lists 37	System Administration	404
	Disallow To 39	System Administration	405
	Emergency List 40	System Administration	406
	Outgoing Call Restr 41	System Administration	401
	Set System Password 43	System Administration	403

Category	Setting	Access Type	Code
	Toll Call Prefix 44	System Administration	402
Speed Dials	Personal Speed Dial 61	Centralized Programming / Telephone Programming	80-99
	System Speed Dials 59	Telephone Programming (extensions 10 and 11 only)	600-699
Extension Settings	Automatic Extension Privacy 76	System Administration	304
	Extension Name 67	Centralized Programming / Telephone Programming	–
	Button Programming 112	Centralized Programming / Telephone Programming	<button>
	Display Language 69	System Administration	303
	Call Waiting 70	System Administration	316
	Intercom Dial Tone 71	System Administration	309
	External Hotline 72	System Administration	311
	Outside Conference Denial 75	System Administration	109
	Remote Call Forward 42	System Administration	322
Account Codes	Forced Account Code 80	System Administration	307
	Forced Act Code List 79	System Administration	409
Voicemail	VMS Cover 83	System Administration	310
	VMS Coverage Rings 84	System Administration	321
	Reset Voice Mail Pwd 85	System Administration	324
	VMS Hunt Delay 86	System Administration	506
	VMS Hunt Schedule 87	System Administration	507
Groups	Calling Group 91	System Administration	502
	Group Call Distrib 24	System Administration	206
	Hunt Group 92	System Administration	505
	Night Service Button 94	System Administration	504
	Night Service Grp Ext 93	System Administration	503
	Pickup Group 95	System Administration	501
Ring Settings	Abbreviated Ringing 99	System Administration	305
	Call Coverage Rings 100	System Administration	320
	Distinctive Ringing 101	System Administration	308
	Ring Pattern 103	System Administration	323
	Ringing on Transfer 104	System Administration	119
	Transfer Return 105	System Administration	105
Holding Calls	Hold Timer 108	System Administration	127
	Music on Hold 109	System Administration	602
System Maintenance	Clear Backup Alarm 153	System Administration	123
	Manual Backup 154	System Administration	124
	Restore 155	System Administration	125
	Copy Settings 151	System Administration	399
	Remote Admin Password 152	System Administration	730
	System Default 157	System Administration	989
	System Copy 156	System Administration	732
	System Reset 158	System Administration	728
	System Shutdown 159	System Administration	729
	System Upgrade 160	System Administration	731

1.2 Programmable Buttons

All ETR and 1400 Series phones have various numbers of buttons to which functions can be assigned. For some phones additional buttons can also be added by attaching a button module to the phone.

The buttons are numbered from 01 up to 80, from left to right, starting from the bottom row upwards.

- Intercom Buttons
  The first two buttons, 01 and 02, are used as Intercom 1 and Intercom 2 buttons for internal calls. This function is automatically assigned to the buttons by the system and cannot be overridden by the system administrator or extension user.
- Line Buttons
  Buttons 03 and upwards up to the number of lines assigned to the extension are used as line appearance buttons for external calls. These can only be programmed by a system administrator using the Number of Lines 21 and Line Assignment 22 functions. They cannot be overridden by the extension user.
- Other Buttons
  Any additional buttons can be used for the functions listed in Button Programming Functions 112. These buttons can be programmed by the system administrator and the extension user.

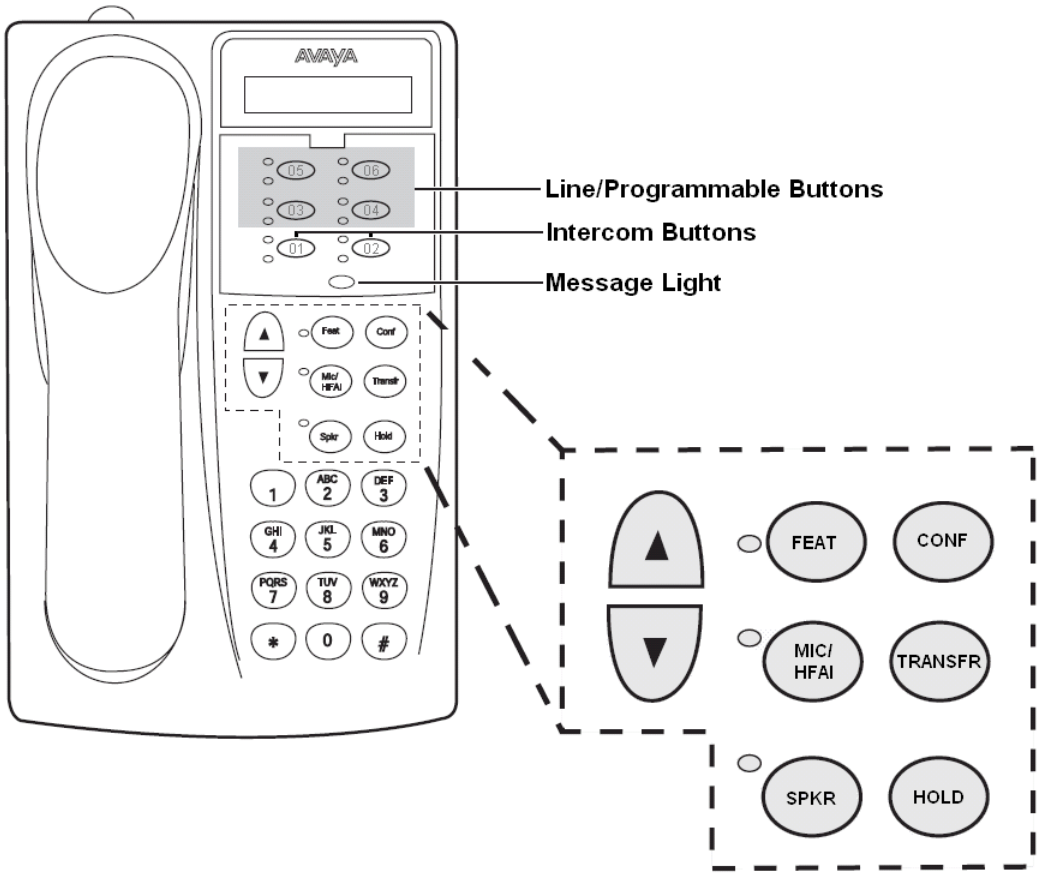
Button Types	ETR Phones			1400 Series Phones		
	ETR 6 ETR 6D	ETR 18 ETR 18D	ETR 34D	1403	1408	1416
Programmable buttons without lights	–	4	4	–	–	–
Programmable buttons with lights	4	16	32	3	8	16
Intercom buttons with lights	2	2	2	2	2	2
Total Buttons	6	22	38	3	8	16

- Default Button Programming
  The default programming sets the following button programming:

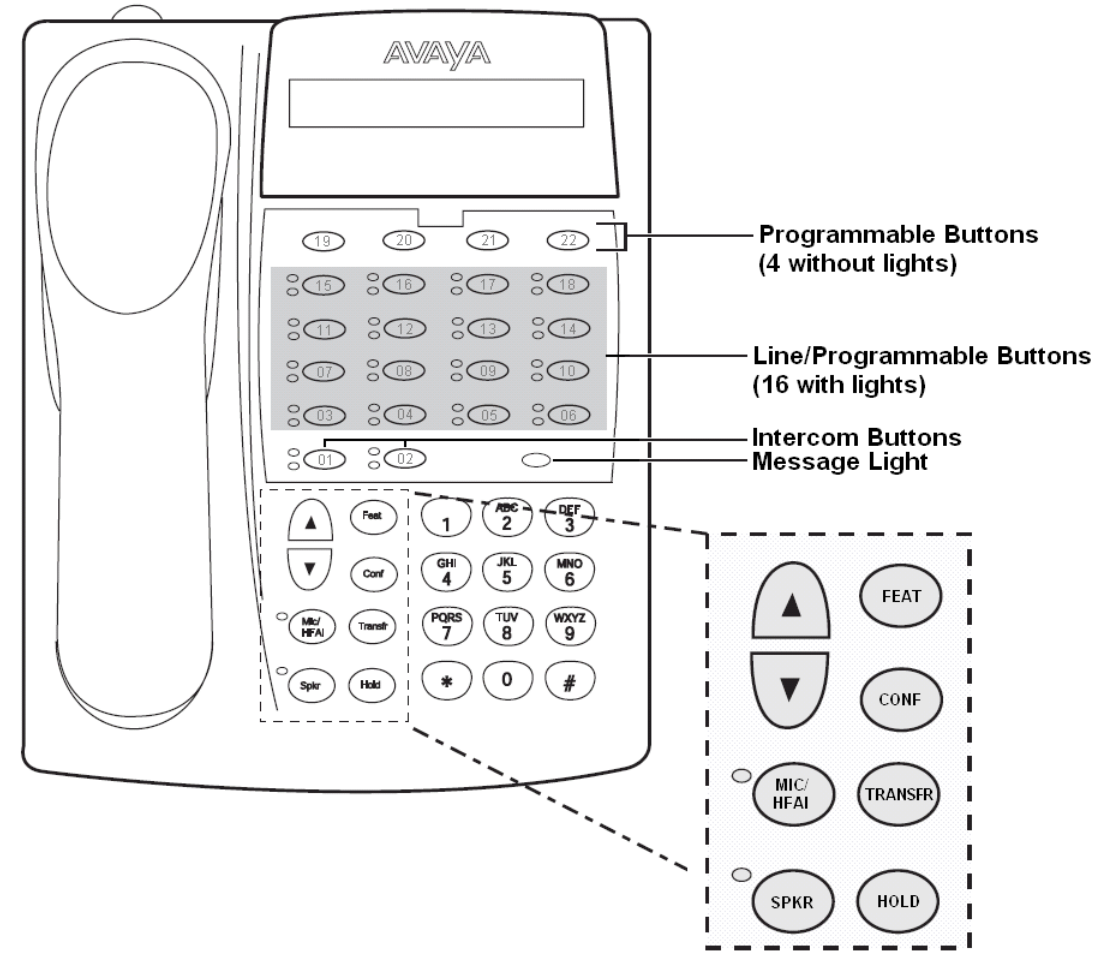
Button	
01, 02	Intercom 1 and Intercom 2
03 to 07	Lines 01 to 04
ETR extensions	
19	Last Number Redial 137
20	Conference Drop 130
21	Voicemail Collect This function is not available through telephone administration button programming. It allows the extension use to access their voicemail mailbox.
22	Recall 142

On

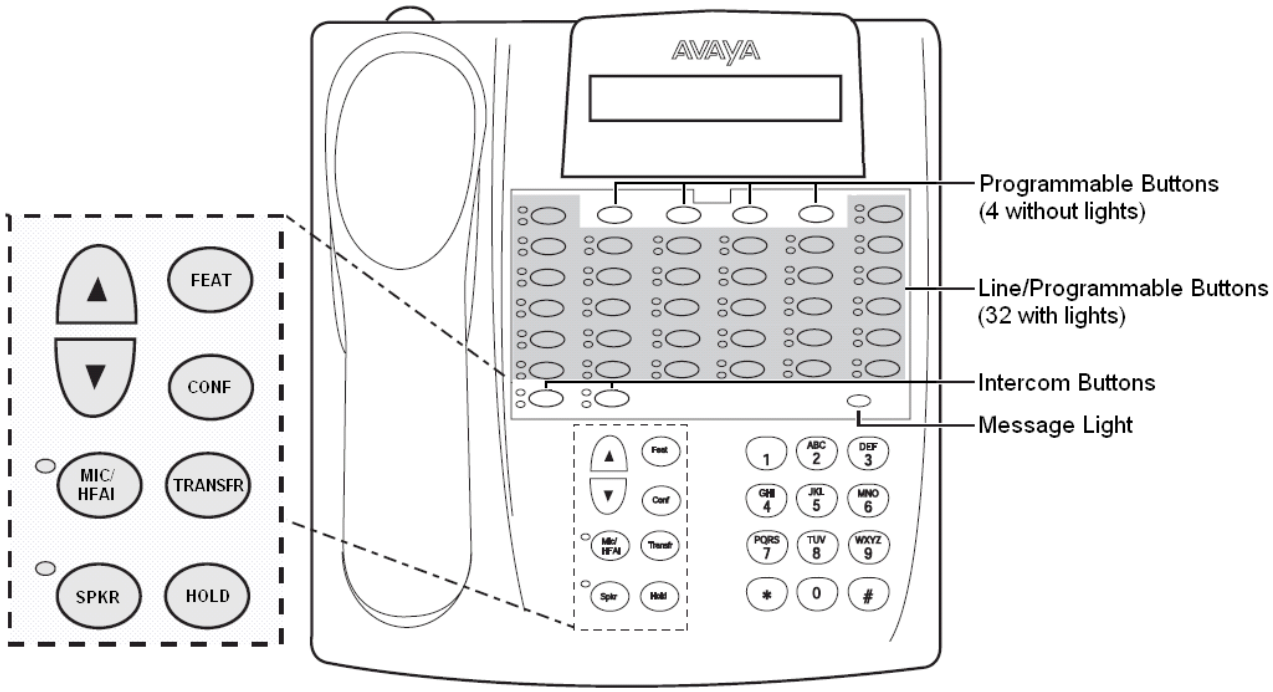
ETR 6D Phone


AVAYA
05
06
03
04
01
02
Feat
Conf
Mic/ HFAI
Transfr
Spkr
Hold
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
*
0
#
Line/Programmable Buttons
Intercom Buttons
Message Light
FEAT
CONF
MIC/ HFAI
TRANSFR
SPKR
HOLD

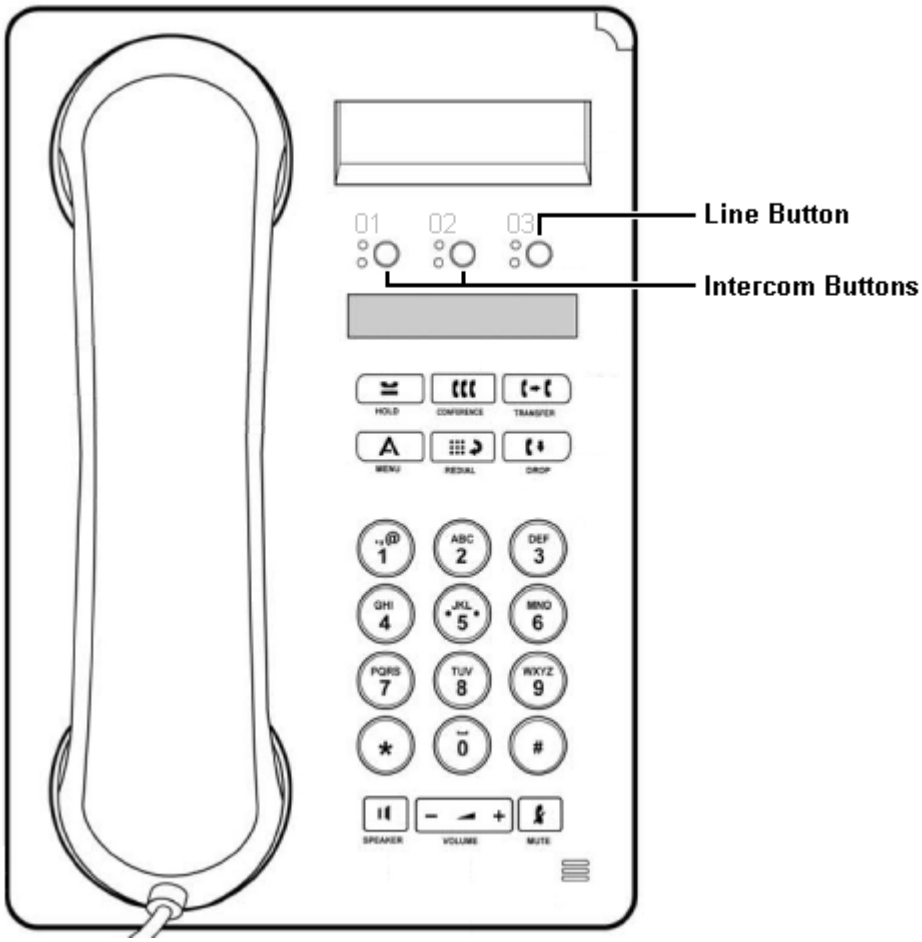
ETR 18D



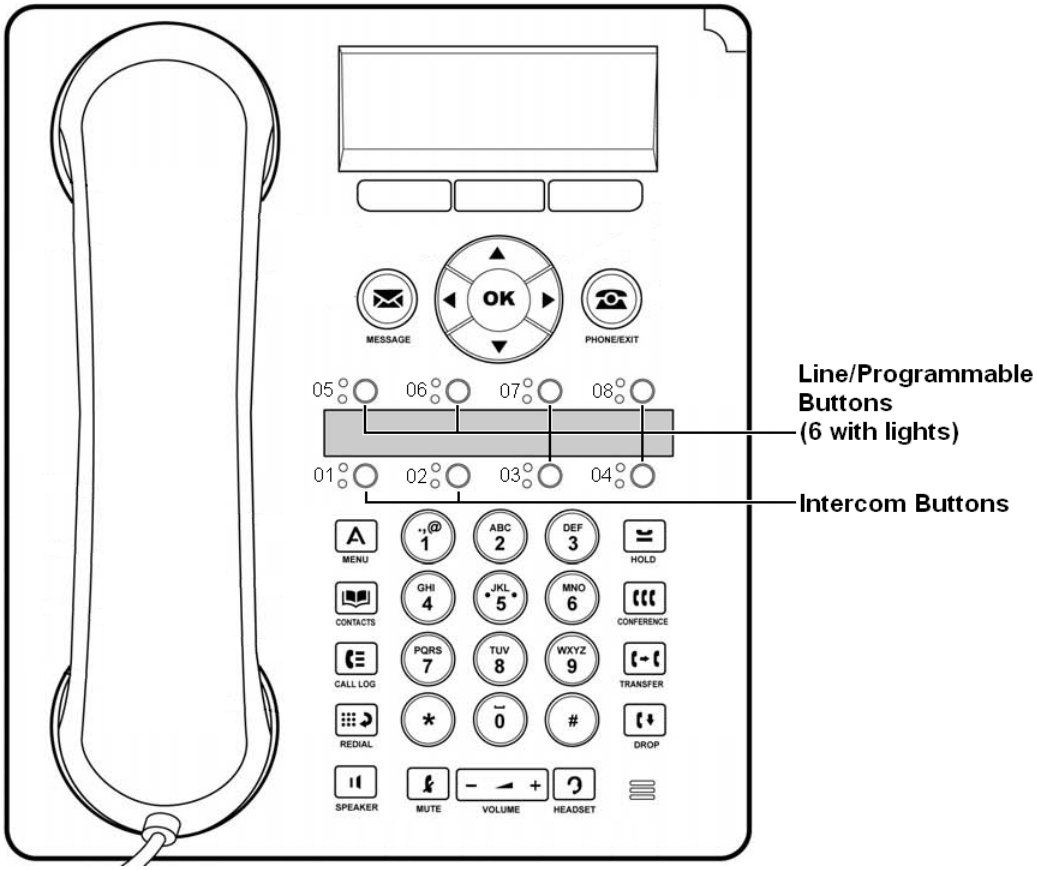
ETR34D



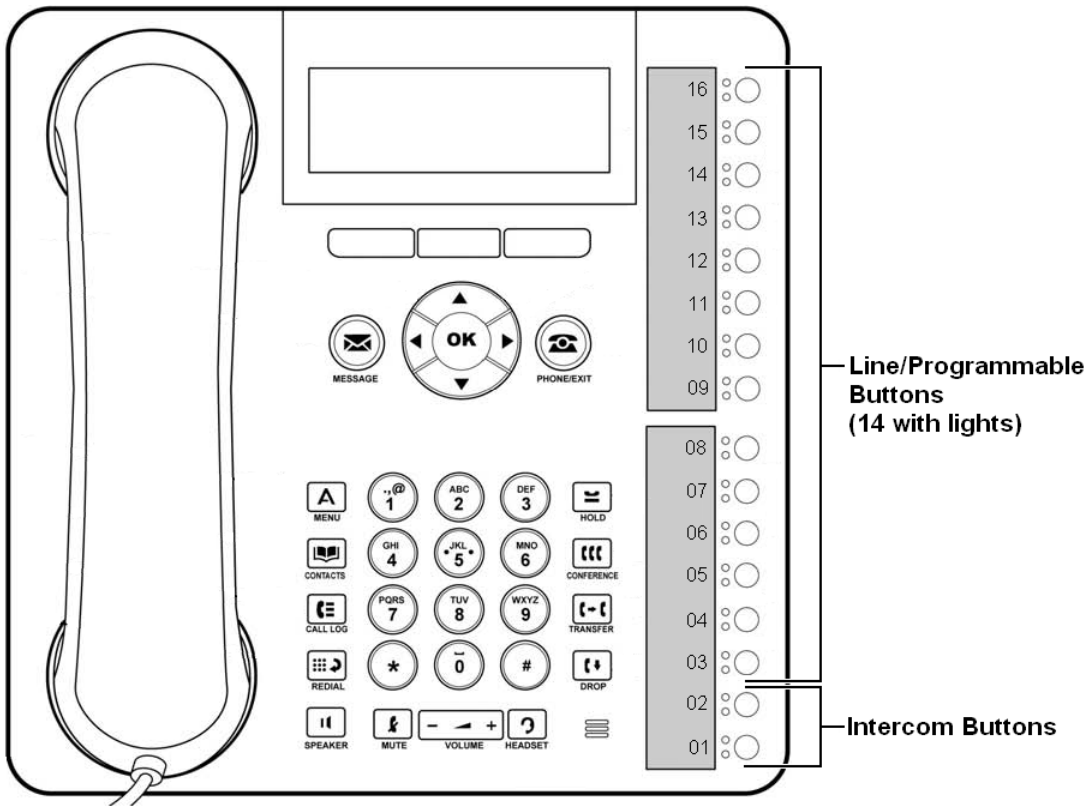
1403 Phone



1408 Phone



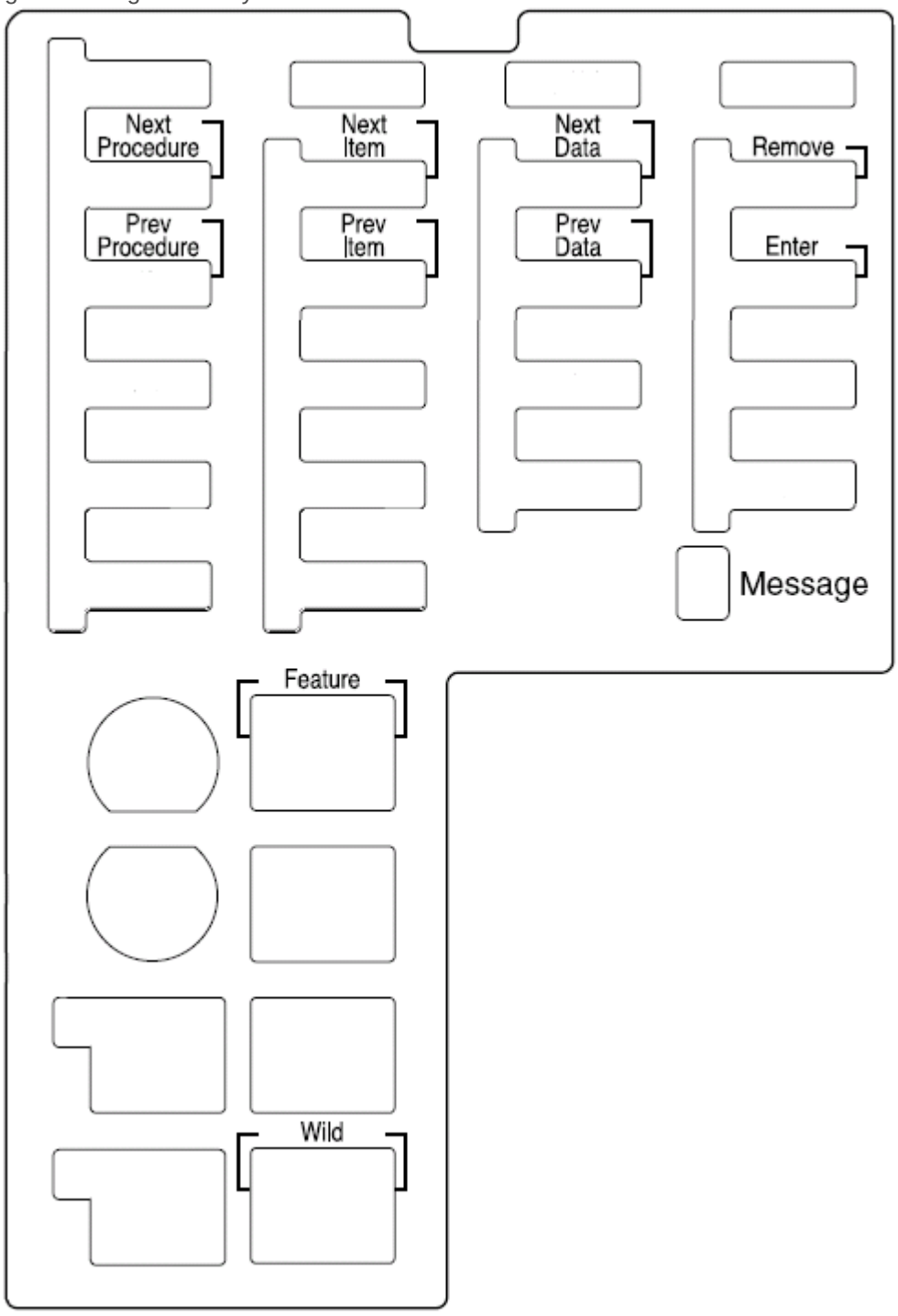
1416 Phone


16
15
14
13
12
11
10
09
08
07
06
05
04
03
02
01
OK
MESSAGE
PHONE/EXIT
MENU
HOLD
CONTACTS
CONFERENCE
CALL LOG
TRANSFER
REDIAL
DROP
SPEAKER
MUTE
VOLUME
HEADSET
Line/Programmable Buttons (14 with lights)
Intercom Buttons

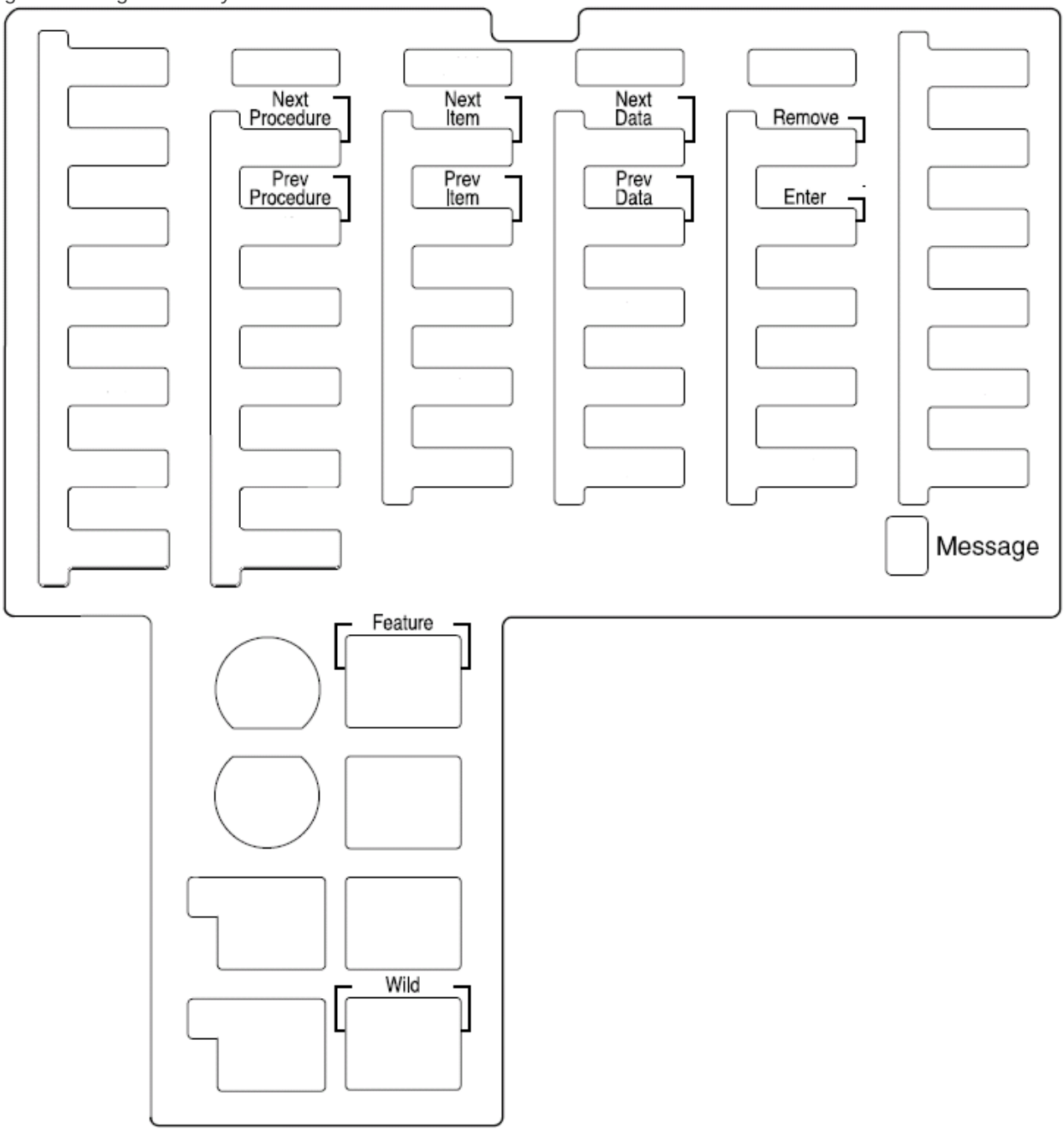
1.3 ETR Phone Programming Overlays

When an ETR 18D or ETR 34 D phone is put into one of the programming modes, several of the keys perform different functions in some procedures. The diagrams below indicate those different functions.

Programming Overlay for ETR 18D Phones



Programming Overlay for ETR 34D Phones

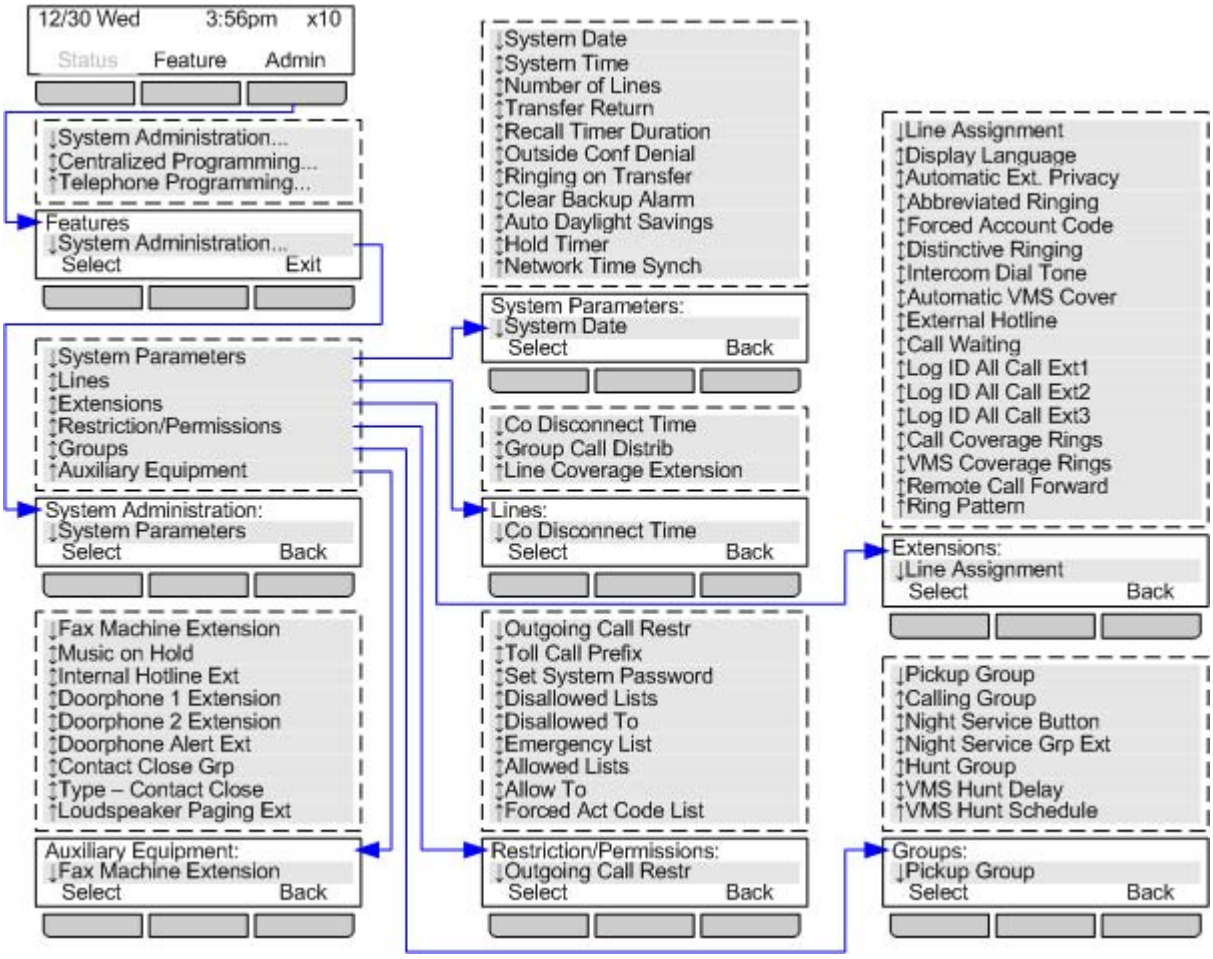


1.4 1408/1416 Programming Menus

The following diagrams summarize the Admin menu options provided on 1408 and 1416 phones.

System Administration Menu

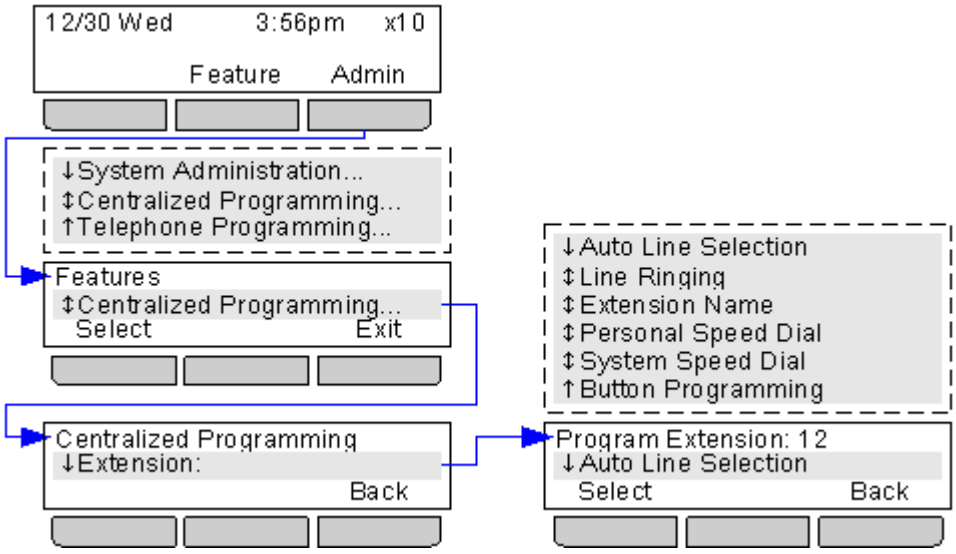
The System Administration menu option is only shown on extensions 10 and 11.



There are some centralized programming functions that do not appear in the menu. Instead they are accessed by dialing the appropriate # code after having accessed the menu by pressing Admin | System Administration. Refer to the Programming Functions 7.

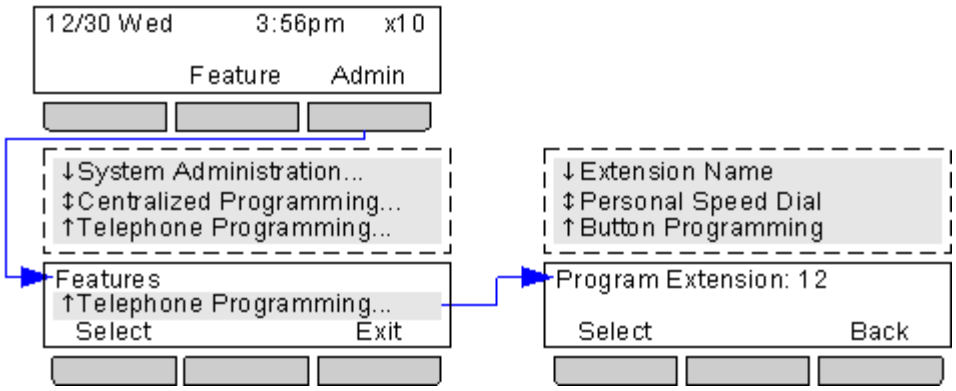
Centralized Programming Menu

The Centralized Programming menu option is only shown on extensions 10 and 11. The commands in the sub-menus allow the users of extensions 10 and 11 to program settings for other extensions. Except for Auto Line Selection, the other extension users can also edit those same settings from their own phone if it is an ETR 18D, ETR 34D, 1408 or 1416 phone.



Telephone Programming Menu

These commands allow a 1408 or 1416 phone user to change the settings applied to their own extension.



1.5 Phrase Sys Admin Not Supported

The following system administration options supported by PARTNER® ACS systems are not supported by IP Office PARTNER Version systems.

- Rotary Dialing Timeout
- ASA
- Auto Attendant
- Background Music
- Call Screening
- Caller ID Type
- Dial Mode
- Direct Extension Dial (DXD)
- Fax Management
- Mode of Operation
- Pool Line Assignment
- Line Access Mode
- Line Access Restriction
- Message Alert Notification
- Music On Hold Volume
- PARTNER API
- Outside Restrict Button
- Override Line Ringing
- Pool Extension Assignment
- Pool Access Restriction
- Record a Call
- SMDR Records
- New SMDR Page
- SMDR Format
- SMDR Talk Time
- Transfer Return Extension
- Voice Interrupt on Busy
- Wake Up Service

Chapter 2.
Line Settings

2. Line Settings

When you initially set your system up you can use the feature Number of Lines 21 to determine the number of outside lines that are automatically assigned to all system extensions.

- Number of Lines 21
  Set the number of lines automatically assigned to line appearance buttons on all extensions with programmable buttons. The lines are also used as the default automatic line selection list for those extensions.
- Line Assignment 22
  Allows the individual setting of additional lines to line appearance buttons beyond those set by the Number of Lines 21 setting.
- Line Coverage Extension 23
  When an incoming calls arrives on a line, it is presented to all extensions that have a line appearance button for that line. However for call coverage, VMS coverage and call forwarding it can be set to follow the settings of the extension set as the line's coverage extension.
- Group Call Distribution 24
  Assign outside lines to hunt group. Doing this allows outside calls to ring directly into a hunt group instead of being answered and transferred by the receptionist.
- CO Disconnect Time 25
  Set the disconnect time setting for a line.
- Automatic Line Selection 26
  Adjust the automatic line selection settings for an extension.

Other Options

- Line Ringing 102
  The ringing applied to a particular line appearance on an extension can be switched between immediate, delayed or no ring.
- VMS Hunt Schedule 87
  Following alerting on line appearance buttons, a line can be configured to present its incoming calls to the VMS auto attendant. The hunt schedule sets whether and when this option is used.
- VMS Hunt Delay 86
  Set the delay before incoming calls are rerouted to the VMS auto attendant when scheduled to be used.

Incoming Calls

Incoming calls on a line are presented as follows:

- Calls are presented on extensions that have line buttons set to match the line number. This is configured using Number of Lines 21 and Line Assignment 22.
- In addition to the line buttons, calls can be presented to extensions using the following methods:
  - Incoming calls on a T1 DID line are presented to the extension number that matches the DID digits.
  - If a hunt group 24 has been associated with the line, the call is presented to any available (idle) extensions in that hunt group.
- Coverage for calls on a line can be configured using one of the following methods:
  - An extension can be associated with the line using the Line Coverage Extension 23 option. Unanswered calls on that line will then follow the call coverage, VMS coverage and call forwarding settings of that user.
  - The VMS Hunt Schedule 87 and VMS Hunt Delay 86 options can be used to configure when the line redirects unanswered calls to the voicemail auto attendant.

Outgoing Calls

- An extension user can make outgoing calls on a particular line by pressing the button for that line is one is assigned on their extension.
- If the user goes off-hook the first available line in the extension's automatic line selection list is used.

2.1 Number of Lines

This feature should only be used during initial system configuration before any other button programming has been performed. If used at any other time, it will override that other button programming.

Use this feature to determine the number of outside lines that should be automatically assigned to buttons on all system extensions. For example, entering 06 means that all extensions are assigned lines 01 through 06. The lines are assigned to the buttons on every extension starting with button 03 upwards (buttons 01 and 02 are reserved for internal Intercom 1 and Intercom 2 buttons).

- You can use this feature to tell the system how many lines are actually connected at the control unit. If you do not use this feature, the line numbers associated with empty jacks are assigned to telephones as though there were actually lines connected.
- You can use this procedure to limit the number of lines that are automatically assigned to all extensions. For example, if there are ten lines connected to the system, you can use this procedure to set the number of lines to eight, so that only the first eight lines are assigned to all system extensions. You can then use Line Assignment to assign lines 9 and 10 to specific extensions.
- To change line assignments without affecting other extensions and settings, use Line Assignment 22.
- Automatic Line Selection 26 for all extensions is updated to match the same set of lines in sequence followed by the intercom lines.
  - If an extensions is assigned as a doorphone extension 51, its automatic line selection is reset to select intercom buttons first.

To assign lines to the system (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #104.
3. Enter two digits for the number of outside lines in the system to assign to all extensions.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign lines to the system (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Number of Lines. When displayed, press Select.
5. The current setting is displayed.
6. Enter two digits for the number of lines. Alternatively use the ◀ left or right ▶ arrow icons to toggle through values or Default to return to the default setting (4 lines).

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

2.2 Line Assignment

The Number of Lines 21 setting is used during initial configuration to assign line appearance buttons to each extension. The number of lines specified are assigned in numeric order starting from line 01 assigned to button 03.

The Line Assignment function allows the programming of additional line appearance buttons.

- WARNING
  New lines assigned are added to the next button in sequence after the Intercom 1 and Intercom 2 buttons and any existing line appearance buttons. If the next available button is programmed with a function that button will be overwritten by the line appearance.

To change the line assignment for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #301. The phone displays Line Assignment.
3. At the Extension: prompt enter the extension you want to edit.
4. At the Line: prompt enter the line number.
5. The current setting is displayed.
6. Enter 1 or 2.
   - 1 = Assigned
     The line is already assigned to a button on the extension. Changing the setting to not assigned will remove the line from the line appearance.
   - 2 = Not assigned
     The line is not assigned to a button on the extension. Changing the setting to assigned will add the line to the next button after lines already assigned to buttons on the extension.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the line assignment for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Line Assignment. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. At the Line: prompt enter the line number.
7. The current setting is displayed.
8. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the setting.
   - 1 = Assigned
     The line is already assigned to a button on the extension. Changing the setting to not assigned will remove the line from the line appearance.
   - 2 = Not assigned
     The line is not assigned to a button on the extension. Changing the setting to assigned will add the line to the next button after lines already assigned to buttons on the extension.
9. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

2.3 Line Coverage Extension

When an incoming call arrives on a line, it is presented to all extensions that have a line appearance button assigned 22 for that line. However for call coverage, VMS coverage and call forwarding it can be set to follow the settings of the extension set below as the line's coverage extension.

To set a covering extension for a line (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #208. The phone displays Line Coverage Extension.
3. At the Line: prompt, enter the desired line number 01 to 64.
4. At the Extension: prompt enter the covering extension for the line.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set a covering extension for a line (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Lines. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Line Coverage Extension. When displayed, press Select.
5. At the Line: prompt, enter the desired line number 01 to 64.
6. At the Extension: prompt enter the covering extension for the line. Use the ◀ left or right ▶ arrow icons to toggle through the extensions. Press Clear to remove to setting.
7. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

2.4 Group Call Distribution

Use this feature to assign outside lines to Hunt Groups. Doing this allows outside calls to ring directly into a Hunt Group instead of being answered and transferred by the receptionist. You can assign lines to Hunt Groups 1 to 6.

- Each outside line can be assigned to a Hunt Group.
- Incoming calls hunt for an available extension in a circular manner.
- If a Hunt Group that has outside lines assigned receives an outside call and all members of that Hunt Group are busy or have Do Not Disturb on, the caller hears ringing which continues until the call is answered.
- Use Hunt Group Extensions 92 to assign extensions to Hunt Groups.
- You should not assign T1 lines with Direct Inward Dialing (DID) to Hunt Groups. If a Hunt Group contains T1 lines with Direct Inward Dialing (DID), callers will receive busy signal when all extensions in the Hunt Group are busy (for example, off-hook), have Do Not Disturb activated or are in programming mode.
- Example
  Place the extensions of employees who work in a department in a Hunt Group and assign one or more outside lines to the group. This lets outside callers ring the group directly without being transferred by the receptionist. For example, a mail-order company assigns the extensions of its sales representatives to a Hunt Group and assigns a line to the group. The company then publishes the number as its customer service number so that a caller can reach a sales representative directly to place an order.

To set up lines for Group Call Distribution (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #206. The phone displays Group Call Distrib.
3. At the Group: prompt, enter a group number 1 to 6.
4. At the Line: prompt, enter the desired line number 01 to 64.
5. To assign or remove a line, enter the appropriate value:
   - 1 = Assigned (for hunting to groups 1–6).
   - 2 = Not Assigned (the default setting).

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set up lines for Group Call Distribution (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Lines. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Group Call Distrib. When displayed, press Select.
5. At the Group: prompt enter the list entry you want to change by entering 01 to 10.
6. At the Line: prompt, enter the desired line number 01 to 64.
7. The current setting is displayed.
8. Enter 1, 2 or 3. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = Assigned (for hunting to groups 1–6).
   - 2 = Not Assigned (the default setting).
9. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

2.5 CO Disconnect Time

Use this feature to change the disconnect time for an outside line. When a caller on hold hangs up, the local telephone company may send a special signal to the system to free the line. Different telephone companies use different length signals. The length of the signal is called the disconnect time. If you place a call on hold and the caller hangs up, but the call does not disconnect within a minute after the caller hangs up, the disconnect time is probably set too high or set at No Detection.

- If the telephone company does not send a signal, keep the disconnect time set to 450 msec, the default setting. The user must disconnect a held call manually by retrieving the call and then hanging it up.
- Shorten the disconnect time only if abandoned calls on hold do not disconnect.
- Lengthen the disconnect time only if calls are being disconnected prematurely.
- You can program and view the disconnect time for analog lines only.

To change the disconnect time for a non-T1 lines (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #203. The phone displays Co Disconnect Time.
3. At the Line: prompt, enter the two-digit number of the line for which you are adjusting the hold disconnect time.
4. The current hold disconnect time for the line is displayed.
5. Enter then option required between 0 (off) to 7.

Value	Setting	Value	Setting
01	= 300 msec	05	= 500 msec (default)
02	= 350 msec	06	= 550 msec
03	= 400 msec	07	= 600 msec
04	= 450 msec		

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the disconnect time for a non-T1 lines (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Co Disconnect Time. When displayed, press Select.
5. At the Line: prompt enter the line number.
6. The current setting is displayed.
7. Enter then option required between 0 (off) to 7. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.

Value	Setting	Value	Setting
01	= 300 msec	05	= 500 msec (default)
02	= 350 msec	06	= 550 msec
03	= 400 msec	07	= 600 msec
04	= 450 msec		

8. Use the ▲ up or down ▼ arrow buttons to select another line to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

2.6 Automatic Line Selection

When an extension goes off hook by simply lifting the handset or pressing SPEAKER, rather than first pressing a line or Intercom button, automatic line selection is used to determine which line is seized.

By default each extensions' automatic line selection list contains line buttons in sequence from line 1 up to the Number of Lines 21 setting and the Intercom 1 and Intercom 2 buttons.

The number of line buttons assigned to each extension and therefore useable for automatic line selection will depend on the Number of Lines 21 settings and any additional lines assigned using Line Assignment 22 programming.

- Automatic line selection is not used by extensions set to forced account code entry 80.
- For an extension assigned as a doorphone extension 51 , automatic line selection is automatically set to select intercom lines first.

To set an extension's automatic line selection list (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial **.
3. Press the appearances in the order desired

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set an extension's automatic line selection list (1408/1416 Phone)

WARNING: This process will erase any existing automatic line selection lists configured for the extension being programmed.

1. At extension 10 or 11, press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select.
3. At the Extension: prompt enter the extension that you want to configure.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auto Line Selection. When displayed, press Select.
5. Enter a two digit number from 01 to 80 to indicate the first line appearance or Intercom button that you want added to the extension user's automatic line selection list.
   - 01 and 02 match the Intercom 1 and Intercom 2 buttons.
   - 03 matches Line 01 and so on upwards to the number of line buttons assigned to the extension.
6. Repeat the process in steps 5 to add further buttons to the list.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 3.
Date and Time

3. Date and Time

- Change the System Date 28
  Set the date displayed on phones and used by the system.
- Change the System Time 29
  Set the time displayed on phones and used by the system.
- Network Time Synchronization 30
  Instead of manually setting the date and time, use the information provided by the service provider on calls with incoming caller ID to automatically update the system date and time.
- Automatic Daylight Savings Time 31
  Set the system to automatically adjust the system date and time to match daylight saving changes.

3.1 Changing the System Date

The date held by the system and shown on display telephones can be changed. This should only be set on a system not using Network Time Synchronization 30.

To change the system date (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #101. The phone will display System Date.
3. Enter the new system date in the format *MMDDYY* using the dial pad. For example 120409 would be used to enter the date December 4th 2009.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the system date (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Date. When displayed, press Select.
5. The current date is displayed on *MMDDYY* format.
6. Enter the new system date in the format *MMDDYY* using the dial pad. For example 120409 is the date December 4th 2009.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

3.2 Changing the System Time

The time shown on every display telephone can be changed. This should only be set on a system not using Network Time Synchronization 30.

To change the system time (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
1. Dial #103. The phone will display System Time.
2. Enter the new time in the format HH:MM. The 24 hour clock is used, for example 4.22pm would be entered as 1622.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the system time (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
    - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Time. When displayed, press Select.
5. The current date is displayed on *HHMM* format.
6. Enter the new system date in the format *HHMM* using the dial pad. The 24 hour clock is used, for example 4.22pm would be entered as 1622.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

3.3 Network Time Synchronization

Network time synchronization lets you synchronize the telephone system time and date with the network time information that your service provider includes on calls that include caller ID. If network time synchronization is not selected the system time has to be set manually 29.

- If network time synchronization is set to Active and your service provider sends Caller ID from another time zone, the system clock will not match your local time.

To switch network time synchronization on/off (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #128. The phone displays Network Time Synch.
3. Press either 1 to display Active (the default setting) or 2 to display Not Active.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To switch network time synchronization on/off (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Network Time Synch. When displayed, press Select.
5. The current setting is displayed.
6. Press either 1 to display Active (the default setting) or 2 to display Not Active. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

3.4 Automatic Daylight Savings Time

This feature automatically updates the system clock for annual daylight savings time changes. Turn this feature off if you live in an area that does not use daylight savings time.

To change the status of Automatic Daylight/Standard Time (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #126. The phone displays Auto Daylight Savings.
3. Press either 1 to display Active (the default setting) or 2 to display Not Active.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the status of Automatic Daylight/Standard Time (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Network Time Synch. When displayed, press Select.
5. The current setting is displayed.
6. Press either 1 to display Active (the default setting) or 2 to display Not Active. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 4.

Dialing Restrictions and Permissions

4. Dialing Restrictions and Permissions

You can restrict outside calling from an extension that has access to an outside line.

- WARNING
  While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed.

- Allowed Phone Number Lists 35
  Used to specify telephone numbers that extensions associated with the list can dial regardless of other dialing restrictions.
  - Allowed List Assignments 36
    Used to assign which allowed number lists an extension can use.
- Disallowed Phone Number Lists 37
  Used to specify telephone numbers that extensions associated with the list cannot dial.
  - Disallowed List Assignments 39
    Used to assign up to which disallowed number lists are applied to an extension.
- Emergency Phone Number List 40
  Used to create a list of up to 10 telephone numbers that all extensions can dial regardless of dialing restrictions.
- Outgoing Call Restriction 41
  Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.
- Allow Remote Call Forwarding 42
  All extensions can forward their incoming calls to another extension using call forwarding 123. This option is used to configure whether the extension can also forward calls to external numbers (remote call forwarding and cell phone connect).
- System Password 43
  When this optional password is set, users must enter it to turn Night Service 94 on/off. Also, when night service is on, users in the Night Service Group 93 must enter the password to make any outgoing calls except calls to emergency phone numbers 40 and marked system speed dials 59.
- Toll Call Prefix 44
  Use this feature to indicate whether users must dial a 0 (for operator assisted calls) or 1 (for direct-dial calls) before the area code to make a long distance call or just the area code and number.

4.1 Allowed Number List

Use this feature to specify telephone numbers that extensions associated with the list [36] can then dial regardless of other dialing restrictions. You can create up to eight allowed number lists each containing up to 10 telephone numbers.

For example, if you restrict an entire category of calls through a Disallowed Phone Number List [37], you can permit calls to a specific number in that category by placing that number in an allowed number list.

- WARNING
  If you are restricting an extension from placing long-distance calls, do not place numbers beginning with a 0 on an Allowed Phone Number List for the extension. Once a user is active on an operator-assisted call, the user can avoid dialing restrictions by asking the operator to dial restricted numbers.
- An allowed phone number can be up to 12 digits long and may include 0 to 9 or a wildcard ? character to represent any digit.
- For specific telephone numbers, enter the number exactly as you would dial it. To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it, for example 800 or 1800.
- After programming the allowed number list, use Allowed List Assignment [36] to assign the list to specific extensions.
- Allowed number list entries override Disallowed Phone Number Lists [37] and Outgoing Call Restriction [41] but not a Night Service Button [94] with a System Password [43].
- The entries you must make to permit or restrict long-distance calls differ depending on the setting for Toll Call Prefix [44]. This setting tells the system whether a 0 (for operator assisted calls) or a 1 (for direct-dial calls) is required when users make long-distance calls.

To create a list of allowed phone numbers (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #407. The phone displays Allowed Lists.
3. At the List Number prompt, enter a list number 1 to 8.
4. At the Entry prompt, select a list entry 01 to 10.
5. At the Data prompt, enter the first telephone number.
6. To save the telephone number in memory, press Enter [14].
7. Do one of the following:
   - To change the telephone number you just entered, press Remove [14] and repeat Steps 5 and 6.
   - To delete the telephone number you just entered, press Remove [14].
   - To add other telephone numbers to this list, press Next Item [14] and repeat Steps 5 and 6.
   - To create another list, press Next Procedure [14] + Prev Procedure [14] and go to Step 3.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a list of allowed phone numbers (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration [7].
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Allowed Lists. When displayed, press Select.
5. At the List Number: prompt enter 1 to 8 for the list you want to edit.
6. At the Entry: prompt enter the list entry you want to change by entering 01 to 10.
7. The current setting is displayed.
8. Enter the new number and press Enter. To enter a wildcard digit press HOLD. Press Clear to remove the existing number.
9. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.2 Allowed List Assignment

Use this feature to assign which allowed number lists 35 an extension can use.

To assign allowed phone number lists to an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #408. The phone displays Allow To.
3. Enter the number of the extension to be programmed.
4. Enter the list number 1 to 8.
5. Enter the appropriate value:
   - 1 = Assigned to extension
   - 2 = Not Assigned to extension (the default setting)
6. Do one of the following:
   - To assign or unassign another list, press Next Item 14 until the list number appears on the display. Then repeat Step 5.
   - To program another extension, press Next Procedure 14 + Prev Procedure 14 and begin at Step 3.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign allowed phone number lists to an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Allowed To. When displayed, press Select.
5. At the Extension: prompt enter the extension number for which you want to assign lists.
6. At the List Number: prompt enter the list entry you want to change by entering 1 to 8.
7. The current setting is displayed.
8. Enter 1 (Assigned) or 2 (Not assigned). Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (Not assigned).
9. Use the ▲ up or down ▼ arrow buttons to scroll through the extension's setting for other lists if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.3 Disallowed Number Lists

A disallowed numbers lists specifies telephone numbers that extensions associated with the list 39 cannot dial. You can create up to eight disallowed number lists each containing up to 10 telephone numbers.

For example, you may want to prevent calls to a specific telephone number or to categories of numbers, such as international numbers.

- A Disallowed Phone Number can be up to 12 digits long and may include 0–9 or a wildcard ? character to represent any digit.
- Numbers in a disallowed list are overridden by allowed numbers 35, emergency numbers 40 and marked system speed dial numbers 59.
- When a user dials a number that is on a disallowed list, they hear an intercept tone (fast busy signal) after dialing the part of the number that is stored in the list.
- To restrict dialing specific telephone numbers, enter the telephone number exactly as you would dial it. For example, to prevent calls to the local number 555-5678, enter 5555678.
- To restrict dialing numbers in an entire area code, enter that area code exactly as you would dial it; for example, 900, 1900 or 0900 depending on the Toll Call Prefix required. This setting tells the system whether a 0 (for operator-assisted calls) or a 1 (for direct-dial calls) is required when you make toll calls.
- To prevent dialing all telephone numbers in one exchange when a toll prefix is required:

Entry	Restriction
976	Prevents local calls.
1???976	Prevents direct-dial calls to the specified exchange in all area codes.
0???976	Prevents operator-assisted calls to the specified exchange in all area codes.
1976	Prevents direct-dial toll calls in the same area code. This is needed only when 0 or 1 is required for toll calls in the same area code.
0976	Prevents operator-assisted toll calls in the same area code. This is needed only when 0 or 1 is required for toll calls in the same area code.

- To prevent dialing all telephone numbers in one exchange when no toll prefix is required:

Entry	Restriction
976	Prevents local calls.
?0?976	Prevents calls to area codes with 0 as the second digit, such as 203.
?1?976	Prevents calls to area codes with 1 as the second digit, such as 212.

- To prevent international calls, enter the international prefix number, 011.
- To prevent the use of all star codes enter *.
- To prevent the use of a specific star code, for example *67 to block Caller ID information, enter the * plus the 2- or 3-digit code.
- The entries you must make to permit or restrict toll calls differ depending on the setting for Toll Call Prefix 44.

To create a list of disallowed phone numbers (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #404. The phone displays Disallowed Lists.
3. At the List Number prompt, enter a list number 1 to 8.
4. At the Entry prompt, select a list entry 01 to 10.
5. At the Data prompt, enter the first telephone number.
6. To save the telephone number in memory, press Enter 14. See the button overlay map for the location of the Enter button.
7. Do one of the following:
   - To add other telephone numbers to this list, press Next Item 14 to select a different list entry and repeat Steps 5 and 6.
   - To change the telephone number you just entered, press Remove 14 and repeat Steps 5 and 6.
   - To delete the telephone number you just entered, press Remove 14.
   - To create another list, press Next Procedure 14 + Prev Procedure 14 and repeat from Step 3.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a list of disallowed phone numbers (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Disallowed Lists. When displayed, press Select.
5. At the List Number: prompt enter 1 to 8 for the list you want to edit.
6. At the Entry: prompt enter the list entry you want to change by entering 01 to 10.
7. The current setting is displayed.
8. Enter the new number and press Enter. To enter a wildcard digit press HOLD. Press Clear to remove the existing number.
9. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.4 Disallowed List Assignment

Use this feature to assign which disallowed number lists 37 an extension can use.

To assign Disallowed Phone Number Lists to an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #405. The phone displays Disallow To.
3. Enter the number of the extension to be programmed.
4. Enter the list number 1 to 8.
5. Enter the appropriate value:
   - 1 = Assigned to extension
   - 2 = Not Assigned to extension (the default setting)

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign allowed phone number lists to an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Disallow To. When displayed, press Select.
5. At the Extension: prompt enter the extension number for which you want to assign lists.
6. At the List Number: prompt enter the list entry you want to change by entering 1 to 8.
7. The current setting is displayed.
8. Enter 1 (Assigned) or 2 (Not assigned). Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (Not assigned).
9. Use the ▲ up or down ▼ arrow buttons to scroll through the extension's setting for other lists if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.5 Emergency Phone Number List

The system can store a list of up to 10 emergency telephone numbers. All users can dial those numbers regardless of any dialing restrictions.

- Each telephone number can include up to 12 digits.
- Enter the telephone number exactly as you would dial it, including any toll prefixes.
- Users at forced account code extension 80 can dial numbers on the emergency phone number list without entering an account code.

To edit the emergency number list (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #406. The phone displays Emergency List.
3. Select a list entry 01 to 10.
4. Enter the telephone number.
5. Save the telephone number in memory by pressing Enter 14.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To edit the emergency number list (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Emergency List. When displayed, press Select.
5. At the Entry: prompt enter the list entry you want to change by entering 01 to 10.
6. The current setting is displayed.
7. Enter the new number and press Enter. Alternatively press Clear to remove the existing number.
8. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.6 Outgoing Call Restriction

Use this feature to specify the types of outgoing calls that can be made on all lines at an extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, the control unit may not be able to prevent calls for extensions restricted to Local Only. If dialing restrictions are needed on Centrex lines, use Centrex restrictions instead.
- Outgoing Call Restriction also applies to lines that a user has access to with Direct Line Pickup—Idle Line.
- To override this feature, users can dial marked system speed dial number 59 and numbers from an Allowed Phone Number List 35 and the Emergency Phone Number List 40.

To set the types of outgoing calls that can be made by an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #401. The phone displays Outgoing Call Restr.
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. To change the type of call restriction, enter the appropriate value:
   - 1 = No Restriction (can make toll, local and intercom calls; this is the default setting).
   - 2 = Inside (intercom) only.
   - 3 = Local (intercom and local) only.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set the types of outgoing calls that can be made by an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Outgoing Call Restr. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1, 2 or 3. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = No Restriction (can make toll, local and intercom calls; this is the default setting).
   - 2 = Inside (intercom) only.
   - 3 = Local (intercom and local) only.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.7 Allow Remote Call Forwarding

All extensions can forward their incoming calls to another extension using call forwarding 123. This option is used to configure whether the extension can also forward calls to external numbers (remote call forwarding and cell phone connect).

- For analog lines and T1 lines without DID, the extension must be the Line Coverage Extension 23 for that line.
- You can forward outside, intercom, transferred and voice signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, coverage calls, transfer-return calls and night service calls.
- The system will only forward calls on lines that have reliable disconnect. For these lines, Hold Disconnect Time 25 must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The system uses the extension's Automatic Line Selection 26 to determine which line to use for the outgoing call.

To change the remote call forwarding setting for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #322. The phone displays Remote Call Forwarding.
3. Enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the remote call forwarding setting for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Remote Call Forward. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.8 System Password

The system password is a four-digit password that users can enter from their telephones to override dialing restrictions if the extension has access to an outside line. Through system administration you can set and change the system password.

- The password overrides all dialing restrictions.
- Once a password is programmed, you must enter it to turn Night Service 94 on and off. Additionally, if night service is on, users in the Night Service Group 93 must enter the password to make any outgoing calls except calls to numbers on the Emergency Phone Number List 40 and marked system speed dial 59 numbers.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.

To change the system password (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #403. The phone displays Set System Password.
3. Enter a four-digit password.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the system password (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Set System Password. When displayed, press Select.
5. Enter the new four digit system password. Use Default to return to the default setting of no password.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.9 Toll Call Prefix

Use this feature to indicate whether users must dial a 0 (for operator assisted calls) or 1 (for direct-dial calls) before the area code to make a long distance call or just the area code and number.

To change the toll call prefix setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #402. The phone displays Toll Call Prefix.
3. Enter the appropriate value:
   - 1 = 0 or 1 required before Area Code and Number (the default setting).
   - 2 = Area Code and Number Only.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the toll call prefix setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Toll Call Prefix. When displayed, press Select.
5. At the Entry: prompt enter the list entry you want to change by entering 01 to 10.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = 0 or 1 required before Area Code and Number (the default setting).
   - 2 = Area Code and Number Only.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 5.
System Changes

5. System Changes

5.1 Recall Timer Duration

Use this feature to change the length of the timed signal or switch hook flash, generated by the system Recall feature (as well as by the Recall option used in Auto Dial and Speed Dial numbers). Recall sends this timed signal over the telephone line to the local telephone company or PBX to which the system is connected. Typically, you use the Recall feature to access a PBX, central office or Centrex feature, such as Call Waiting. Your local telephone company can tell you the correct setting—for most Centrex systems, the correct setting is 800 milliseconds.

You should change the default setting only under two conditions:

- If using the system Recall feature has no effect, lengthen the time.
- If the system is connected to a PBX and Recall drops calls, shorten the time.

To change the duration of the recall signal (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #107. The phone will display Recall Timer Duration.
3. Enter two digits between 01 and 80. 01 is 25 milliseconds and 80 is 2000 milliseconds. Each number from 01 to 80 increases the timer by 25 milliseconds. Upon entry of the 2nd digit, the recall timer is updated.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the duration of the recall signal (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Recall timer. When displayed, press Select.
5. The current setting is displayed.
6. Enter then option required between 01 and 80. Each step increases the timer by 25 milliseconds. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (20 500msec).

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

5.2 Caller ID Log All Calls

Caller ID is available on system display telephones and single-line display telephones on all lines for which you subscribe to Caller ID service. Caller ID information is the caller's telephone number (and name, if available). When active on a call, you automatically receive Caller ID information for the duration of the call. When an extension is idle, you receive Caller ID information for a call coming in to your extension. This feature requires no special programming; however, you must subscribe to Caller ID service (if it is available) on a per-line basis from your local telephone company and connect Caller ID lines to the system.

- You receive both the caller's number and name on a two-line display telephone while the call is ringing. The TransTalk telephones only receive either the caller's number or the caller's name, depending on the status of the Caller ID Name Display feature.
- Individuals with Call Waiting from the local telephone company do not receive Caller ID information for the second call.
- Not all calls on Caller ID lines are displayed. This varies by local telephone company. When Caller ID information is not captured, the system date and day (default) appears instead.
- Caller ID is unavailable on T1 lines.
- The incoming telephone number replaces the system date and time display on system telephones for the duration of the call. An out-of-area message (- - - - - - - - - - - -) appears if a call is being dialed from a region that does not support Caller ID. A privacy message (Priv.) appears if the caller has blocked transmission of Caller ID information.
- Any users who have access to Caller ID line(s) receive Caller ID information on their system display telephones or single-line display telephones. You can restrict users from viewing Caller ID information by using the following:
  - For ringing calls, you can block Caller ID from being displayed at specific extensions by restricting access to the Caller ID lines.
  - For active calls, you can activate Privacy at your extension to prevent other users from joining your calls and from accessing the Caller ID information displayed at your extension.
  - For held calls, use Hold to prevent other users from picking up your held call and from accessing the Caller ID information associated with the held call.
- There are two ways to inspect Caller ID lines:
  - If you are active on a call, you automatically get Caller ID information for that call. However, If you want to view Caller ID information for a second call without ending the active call or putting it on hold, use Caller ID Inspect.
  - If you are not active on a call, you can press line buttons to view Caller ID information for those lines. However, keep in mind that if you pick up the handset, you will join or answer the call shown on the display.
- Caller ID information does not display for extensions active on Conference Calls.
- If you receive a call routed to your extension by Direct Extension Dial, a voice messaging system or auto attendant, the Caller ID information is passed to your extension when you answer the call.
- If you transfer a call, the Caller ID information is passed to the destination extension.
- If you send calls for Call Coverage, the Caller ID information is not passed to the covering extension. "Coverage Call for XX" appears instead so the user at the covering extension can identify the person for whom the call was originally intended.
- Caller ID information is displayed if you join a call; however, you cannot join a call at any extension that has Privacy activated.
- Caller ID information is displayed if users pick up calls with Direct Line Pickup—Active Line, Call Pickup or Group Pickup.
- For incoming calls, Caller ID information appears only when a call is audibly alerting at an extension. This means that extensions with Do Not Disturb activated or extensions that have lines with Line Ringing set to No Ring do not receive Caller ID information. However, Caller ID information is displayed once the call is answered or if the line is preselected.

Use this feature to program up to three extensions that log all answered Caller ID calls and all unanswered Caller ID calls received at any extension on specific lines.

You must use the Caller ID Call Log Line Association programming procedure to associate lines with the extension that will log all calls. Then use the Caller ID Log All Calls feature to allow the extension to log all Caller ID calls on the associated lines. Once the features are activated for an extension, when the user activates the Caller ID Call Logging, all Caller ID calls that are answered or unanswered by any extension on the associated lines are logged. A telephone symbol (a vertical handset) appears in the Call Status Display to indicate that the call being viewed has been answered.

The Caller ID Log All Calls feature is useful when a user needs information for all calls received in the system. For example, a supervisor could use the log for quality assurance by contacting callers and inquiring about the customer's satisfaction with the results of the call.

- To view the caller ID call log, the user's extension must be programmed with a Caller ID Log 127 button with lights (this feature is not supported on a button without lights).
- Transfer Return calls that are answered at the return extension are not logged even if Caller ID Log All Calls is set to active.

To set extension to log answered calls (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #317, #318 or #319. for the 1st, 2nd or 3rd extension respectively.
3. Enter the number of the extension to be programmed.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set extension to log answered calls (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Log ID All Calls Ext 1, Log ID All Calls Ext 2 or Log ID All Calls Ext 3. When displayed, press Select.
5. The current setting is displayed. At the Extension: prompt enter the extension you want to assign to this function. Alternatively use press Clear to remove the current setting.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 6.
Auxiliary Equipment

6. Auxiliary Equipment

This section details processes relating to auxiliary equipment that can be attached to the system.

- Contact Closures 53
  Set which extensions can operate the contact closures attached to the system. These can be used to operate devices such as door openers.
- Fax Machine Extension 56
  Indicate which extension is a fax machine.
- Loudspeaker Extension 55
  Indicate which extension is connected to a loudspeaker device.
- Doorphone Extension 51
  Indicate which extensions are connected to doorphone devices and which other extensions should be alerted when the doorphone goes off hook.

Other Options

- Music on Hold 109
  A hold music source can be attached to the system.

6.1 Doorphone Programming

Up to 2 extensions can be specified as being doorphone extensions. When a person uses one of these doorphone extensions, it signals a set of doorphone alert extensions that you can specify.

To use the doorphone functionality, program the following features:

- Doorphone Extension 51
  Identify the extensions to which the doorphones are connected.
- Doorphone Alert Extensions 52
  Identify which extensions should be alerted when a doorphone button is pressed.

6.1.1 Doorphone Extensions

Use these features to identify an extension to which a doorphone is connected. A doorphone is usually placed near an entrance, to screen visitors. You can connect up to two doorphones to the system.

- The same extension cannot be assigned as an internal hotline extension 74 and a door phone extension. Assigning a door phone extension as an internal hotline extension cancels the door phone setting.
- You should not assign extensions 10 and 11 as doorphones.
- Switch off VMS coverage 83 for the extension assigned as a doorphone extension.
- To prevent outside calls from being made or received on the doorphone, use Line Assignment 22 to remove all outside lines from the doorphone extension.
- Automatic Line Selection 26 for an extension assigned as a doorphone extension is automatically set to select intercom lines first.

To set a doorphone extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #604 for doorphone 1 or #605 for doorphone 2. The phone displays Doorphone 1 Extension or Doorphone 2 Extension respectively.
3. At the Extension: prompt enter the doorphone two-digit extension number or press Remove to unassign an existing doorphone extension.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set a doorphone extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Doorphone 1 Extension or Doorphone 2 Extension. When displayed, press Select.
5. The current setting is displayed.
6. At the Extension: prompt enter the extension number of the doorphone extension. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Clear to return to the default setting (no doorphone).

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

6.1.2 Doorphone Alert Extension

If your system has extensions defined as doorphone extensions 51, you can use this feature to identify with other extensions that alerted when a doorphone button is pressed.

- If Do Not Disturb is active at a doorphone alert extension, the person at the doorphone hears signaling, but the alert extension is not signaled.
- If a contact closure controls a door lock, consider assigning the doorphone alert extensions to the Contact Closure Group 53 for that contact closure as only those extensions can activate the door lock.

To set the doorphone alert extensions (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #606. The phone displays Doorphone Alert Ext.
3. Enter the first alert system extension number.
4. Enter the appropriate value:

Value	Setting
1	= No alert. This is the default setting.
2	= Doorphone 1 alert extension.
3	= Doorphone 2 alert extension.
4	= Doorphone 1 and 2 alert extension.

5. To identify another alert extension, press next or previous until the extension number appears on the display, then repeat Step 4.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set the doorphone alert extensions (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Doorphone Alert Ext. When displayed, press Select.
5. Enter the extension number for which you want to adjust alert settings.
6. Select the doorphone alert setting for that extension by dialing 1 to 4. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Clear to return to the default setting.

Value	Setting
1	= No alert. This is the default setting.
2	= Doorphone 1 alert extension.
3	= Doorphone 2 alert extension.
4	= Doorphone 1 and 2 alert extension.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

6.2 Contact Closures

The system supports connection to two contact closure devices. They can be used to control devices such as an electronic door lock. Program the following features to enable the use of a contact closure.

- Contact Closure Group 53
  Use this feature to specify which system extensions can activate each contact closure.
- Contact Closure Operation Type 54
  Use this feature to specify how long the Contact Closures remain active when they are activated.

Other Functions

- Contact Closure Button 131
  Extensions with programmable buttons can have buttons assigned to operate the contact closures.

6.2.1 Contact Closure Group

Before a user can activate a contact closure, you must assign the user's extension to the contact closure group for that contact closure.

- If a contact closure is used to control a door lock and a doorphone is also installed at that door, you may also want to assign the extensions in the contact closure group to also be the doorphone alert extensions 52 for that doorphone.
- Users in the group can active the contact closure using a Contact Closure 131 button.

To assign extensions to a Contact Closure Group (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #612. The phone displays Contact Close Grp.
3. Enter the number for the contact closure 1 or 2.
4. At the Extension: prompt, enter the extension that you want to assign to the contact closure group.
5. Enter the appropriate value:
   - 1 = Assigned to the contact closure group
   - 2 = Not assigned to the contact closure group (the default setting)
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign extensions to a Contact Closure Group (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Contact Close Grp. When displayed, press Select.
5. At the Group: prompt enter 1 or 2 for the contact closure group you want to adjust.
6. At the Extension: prompt enter the extension number whose group membership you want to change.
7. The extension's current group membership is shown.
8. Press 1 (Assigned) or 2 (Not assigned) to change the extension's membership. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (not assigned).
9. Press the ▲ up or down ▼ arrow buttons to view the setting of another extension if required.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

6.2.2 Contact Closure Operation Type

Each of the two contact closures, when activated, can be activated for 1, 3 or 5 seconds or toggled. For example, if a contact closure that controls a door lock is set to 5 seconds on, the door lock is released for 5 seconds when a user activates that contact closure.

If the contact closure is set to toggle, the contact closure must be activated and deactivated by separate user actions. For example one user can activate the contact closure and another user can deactivate it.

To specify the operation for a contact closure (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #613. The phone displays Type - Contact Close.
3. Enter the number for contact closure 1 or 2. The display shows the current setting for that contact closure.
4. Enter the value for the action required:
   - 1 = 1 Second on.
   - 2 = 3 Seconds on (the default setting).
   - 3 = 5 Seconds on.
   - 4 = Toggle.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To specify the operation for a contact closure (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Type - Contact Close. When displayed, press Select.
5. At the Contact Number: prompt enter 1 or 2 for the contact closure group you want to adjust.
6. The contact's current operation setting is displayed.
7. Press 1 to 4 to change the action of the contact closure. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (3 seconds on).
   - 1 = 1 Second on.
   - 2 = 3 Seconds on (the default setting).
   - 3 = 5 Seconds on.
   - 4 = Toggle.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

6.3 Loudspeaker Extension

Loudspeaker paging systems allow you to broadcast a message over a large area. Use this feature to specify the extension port to which you connected the loudspeaker paging system.

The extension is used by the Loudspeaker Page 138 and Simultaneous Page 144 functions.

To specify the extension to which the loudspeaker paging system is connected (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #617. The phone displays Loudspeaker Paging Ext.
3. Enter the extension number and then press Enter.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To specify the extension to which the loudspeaker paging system is connected (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Loudspeaker Paging Ext. When displayed, press Select.
5. Enter the extension number of the extension port connected to the loudspeaker paging system or Clear to return to the default setting (no loudspeaker).

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

6.4 Fax Machine Extension

Use this feature to identify the extensions to which fax machines are connected.

- Switch off VMS Coverage for any extensions assigned as fax extensions.
- The system auto attendant can be programmed to automatically transfer the call to a fax extension or to the extension Hunt Group containing fax extensions if you have multiple fax machines.

To set the fax machine extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #601. The phone displays Fax Machine Extension.
3. At the Extension: prompt, enter the extension to which the fax machine is connected.
4. Enter the appropriate value:
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set the fax machine extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Fax Machine Extension. When displayed, press Select.
5. At the Extension: prompt, enter the extension to which the fax machine is connected.
6. Enter the appropriate value. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (Not assigned).
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 7.
Speed Dials

7. Speed Dials

Speed dials allow the rapid dialing of frequently used telephone numbers.

- System Speed Dials 59
  Up to 100 system speed dials numbered 600 to 699 can be configured for use by all extensions. When used, normal dialing restrictions are applied. However marked system speed dials can be created which override dialing restrictions. System speed dials can only be edited using a system administrator phone (extension 10 and 11).
- Personal Speed Dials 61
  Each extension can have up to 20 personal speed dials numbered 80 to 89 configured. These can be edited by the extension user and from a system a system administrator phone (extension 10 and 11). Dialing restrictions are applied to all personal speed dials.

Dialing Speed Dials

The following methods can be used to dial a system or personal speed dial from an extension.

Phone Type	System Speed Dial	Personal Speed Dial
ETR 18D, ETR34D, 1408, 1416	FEATURE, 600 to 699	FEATURE, 80 to 89
All phones	#, 600 to 699	#, 80 to 89

7.1 System Speed Dials

You can program a list of up to 100 frequently dialed numbers for the all users system by using System Speed Dial feature.

- A system speed dial number can be up to 28 characters in length and can consist of the digits 0–9, *, # and the special dialing characters. You assign the number to one of the codes 600 through 699.
- To specify a system speed dial when making a call, press FEATURE followed by the speed dial code between 600 to 699.
- The following special dialing characters are supported:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

- You can store account codes as system speed dial numbers for use with the account code entry feature.
- A marked system speed dial number overrides dialing restrictions. To sets a system speed dial as a marked system speed dial, the number should begin with a * before the telephone number. The digits in a marked system speed dial number do not appear on phone displays when the speed dial is used.
- A marked system speed dial number can begin with a star code. To enter it, press * followed by the star code and then the telephone number. For example, press **675551001.
- You cannot program system speed dial codes on Auto Dial buttons.
- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code and one or more pauses (if available) in Speed Dial numbers that must dial out of the PBX or Centrex system.
- You can use multiple Auto Dial buttons and Speed Dial numbers during the course of a single call. For example, you can use an Auto Dial button or Speed Dial number to dial the Account Code Entry feature code and another Speed Dial number to dial the account code.

To program a system speed dial entry (ETR 18D/34D)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle, press Feature 0 0.
2. Select a speed dial by pressing Feature and dialing three digits between 600 to 699.
   - If a number is assigned already to the code, the number appears on the display.
   - If no number is assigned to the code, the word Blank is shown on the telephone display.
2. To enter a number dial the digits. For example, to program 555-4757, press 5554757. Any existing number is overwritten.

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

   - Additionally, adding a * at the start of a speed dial will indicate that speed dial as a 'marked' system speed dial. When used, marked system speed dials override dialing restrictions. The * is not dialed as part of the number. If a * is required to be dialed at the start of the marked system speed dial number, enter **.
3. To remove a stored speed dial number, press MIC/HFAI once.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program a system speed dial entry (1408/1416 Phone)

1. At extension 10 or 11, press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Telephone Programming. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Speed Dial. When displayed, press Select .
4. At the Code: prompt enter 600 to 699 to select the speed dial entry to edit.
5. The current setting of the speed dial entry is displayed.
6. Enter the external number and press Enter. Press Clear to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

   - Additionally, adding a * at the start of a speed dial will indicate that speed dial as a 'marked' system speed dial. When used, marked system speed dials override dialing restrictions. The * is not dialed as part of the number. If a * is required to be dialed at the start of the marked system speed dial number, enter **.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

7.2 Personal Speed Dials

Each extension can have 20 personal speed dials configured.

- To specify a system speed dial when making a call, press FEATURE followed by the speed dial code between 600 to 699.
- For users configured for remote call forwarding 42 or cell phone connect/mobile twinning, a personal speed dial is used to set the destination for forwarded calls.

To edit an extension's personal speed dials (ETR 18D/34D)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension.

2. Press Feature and the speed dial number to be programmed between 80 and 99.
3. The current setting of the speed dial entry is displayed.
4. Enter the external number. The number can be up to 28 characters in length. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

5. To remove the existing number press MIC/HFAI.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To edit an extension's personal speed dials (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Telephone Programming. When displayed, press Select.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure.

2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Personal Speed Dial. When displayed, press Select.
3. At the Code: prompt enter between 80 and 99 to select the speed dial entry that you want to edit.
4. The current setting of the speed dial entry is displayed.
5. Enter the external number and press Enter. The number can be up to 28 characters in length. Press Clear to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 8.
Extension Settings

8. Extension Settings

The processes in this section cover a range of individual extension settings.

- Extension Name 67
  Set the name displayed on the extension and on other extensions during calls.
- Display Language 69
  Select the language for menus and messages displayed on the extension.
- Call Waiting 70
  Enable call waiting tones for a single-line extension.
- Intercom Dial Tone 71
  Select the dial tone presented to the extension for intercom calls.
- External Hotline 72
  Set the extension to automatically dial an external number when it goes off hook.
- Internal Hotline 74
  Set the extension to automatically dial another extension when it goes off hook.
- Outside Conference Denial 75
  Control how many external parties are allowed in conferences.

Other Options

- Button Programming 112
  Assign functions to any buttons not used for intercom and line appearances.
- Fax Machine Extension 56
  Indicate which extension is a fax machine.
- Loudspeaker Extension 55
  Indicate which extension is connected to a loudspeaker device.
- Doorphone Extension 51
  Indicate which extensions are connected to doorphone devices and which other extensions should be alerted when the doorphone goes off hook.
- Allow Remote Call Forwarding 42
  Set whether an extension can use remote call forwarding features such as cell phone connect.

8.1 Extension Name

You can assign a name to an extension, up to 15 characters long. Then, when that extension is used to make an intercom, group or transferred call, the name appears on the system display telephone receiving the call. Similarly, users receiving a transfer return call see the name of the person assigned to the extension that did not answer the transferred call.

To assign a name to an extension (ETR 18D/34D)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension.

2. Press Intercom 1.
3. Enter the extension name.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		2	2abcABC		3	3defDEF
4	4ghiGHI		5	5jklJKL		6	6mnoMNO
7	7pqrsPQRS		8	8tuvTUV		9	9wxyzWXYZ
*	*:;<=>?@[\]^_`		0	0 Space		#	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique. French and Spanish languages do not offer accented characters
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change an extension name (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Telephone Programming. When displayed, press Select.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure.

2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extension Name. When displayed, press Select.
3. The current setting is displayed.
4. To enter a new name dial the characters using the dial pad buttons. When finished press Enter.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		2	2abcABC		3	3defDEF
4	4ghiGHI		5	5jklJKL		6	6mnoMNO
7	7pqrsPQRS		8	8tuvTUV		9	9wxyzWXYZ
*	*:;<=>?@[\]^_`		0	0 Space		#	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique. French and Spanish languages do not offer accented characters
3. To remove the current name press Clear.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.2 Display Language

Use this feature to change the language used for messages that appear on telephone display. The language is set for each extension, so telephones in the same system can display different languages.

To change the display language for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #303. The phone displays Display Language.
3. At the Extension: prompt enter the extension number that you want to set the language for. The current display language is shown.
4. To change the display language press the appropriate number:
   - 1 = English (the default setting).
   - 2 = Spanish.
   - 3 = French.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the display language for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Display Language. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1, 2 or 3. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.3 Call Waiting

Use this feature to activate call waiting. When you are on a call and a second intercom, transferred or outside call comes in, you hear a beep to indicate you have a second call waiting to be answered. Press the switch hook (or Recall or Flash button, if available) to put the current call on hold and retrieve the second call. To return to the first call, press the switch hook again.

- This feature is distinct from the local telephone company's Call Waiting feature. If you use this system feature, do not use your local telephone company's Call Waiting feature.
- The Call Waiting tone is not repeated.
- Call waiting is only supported for single-line telephone extensions. Do not assign Call Waiting to extensions that have fax machines, credit card scanners, modems or auto attendants because the call-waiting tone interrupts the data connection.
- You cannot transfer either party connected by call waiting, conference in additional parties or use feature codes while both calls are active.
- Transfer-return, group call distribution and hunt group calls are not considered incoming calls for this feature.

To change an extension's call waiting setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #316. The phone displays Call Waiting.
3. At the Extension: prompt enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change an extension's call waiting setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Call Waiting. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = Assigned.
   - 2 = Not Assigned (the default setting).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.4 Intercom Dial Tone

Use this feature to determine the type of dial tone the system provides at an extension. It may be necessary to change this setting to Machine (outside line) dial tone for an autodialing device, such as a fax or modem, that has trouble making calls. For example, if you have a modem that checks for outside line dial tone before dialing, use this procedure to change from Regular to Machine dial tone.

To change the intercom dial tone setting for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #309. The phone displays Intercom Dial Tone.
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Regular dial tone (the default setting).
   - 2 = Machine (outside line) dial tone.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the intercom dial tone setting for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Intercom Dial Tone. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = Regular dial tone (the default setting).
   - 2 = Machine (outside line) dial tone.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.5 External Hotline

Use this feature to identify an extension as being an external hotline extension. When a user lifts the handset of an external hotline extension, a stored external number is automatically dialed. The external number might be, for example, a frequently called service bureau. The external hotline must be a single line telephone without a dial pad.

- Under certain conditions of heavy telephone usage, the external hotline may be unable to dial the programmed number immediately (for example, if many of the tip/ring devices connected to your system dial out at the same time).
- You can identify several extensions as external hotlines.
- Do not assign an external hotline to extensions 10 or 11.
- Use Hotline 74 to identify an internal hotline extension.
- Use Line Assignment 22 to assign outside lines to the external hotline extension and Automatic Line Selection 26 to set the extension to select outside lines first. If your use of the external hotline requires immediate dialing of the programmed number, assign a line for use only by this extension.
- Set line ringing 102 to no ring for all lines assigned to the external hotline to prevent incoming calls from ringing at the extension.
- Make sure there are no call or line restrictions assigned to an external hotline.
- Do not use station lock at an external hotline because it will prevent the outside number from being dialed.
- Remove external hotlines extensions from Night Service Group Extensions 93, Calling Group Extensions and 91 Hunt Group Extensions 92.
- Do not assign Forced Account Code Entry 80 to the external hotline.

To identify an external hotline extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #311. The phone displays External Hotline.
3. At the Extension: prompt, enter the external hotline extension number.
4. At the Extension: prompt enter the extension.
5. The current setting is displayed.
6. Enter the external number and press Enter. Press Clear to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To identify an external hotline extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to External Hotline. When displayed, press Select.
5. At the Extension: prompt enter the extension.
6. The current setting is displayed.
7. Enter the external number and press Enter. Press Clear to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.6 Internal Hotline

Use this feature to identify an internal hotline extension and its alert extension. When a user lifts the handset of the hotline telephone, the alert extension rings. You can set up several hotline and alert extension pairs. The alert extension can be the same or different for multiple hotline extensions.

Use a single-line telephone as the hotline telephone since this feature makes use only of the telephone's intercom. The alert extension can be any type of telephone; or it can be the loudspeaker paging system so the hotline telephone can be used to make announcements over the loudspeaker.

For example, a supermarket installs a hotline telephone at its meat counter. When a customer uses the hotline telephone, the butcher's telephone rings. If the loudspeaker paging system is programmed as the alert extension, a sales clerk could request a "price check" over the loudspeaker simply by lifting the handset of the hotline telephone.

- The same extension cannot be assigned as an internal hotline extension 74 and a door phone extension. Assigning a door phone extension as an internal hotline extension cancels the door phone setting.
- You should not assign hotline telephones to extension 10 or 11.
- The hotline telephone can receive transferred calls (but the user at that extension should not pick up the handset until the telephone rings).
- To prevent outside calls from being made or received on the hotline telephone, use Line Assignment 22 to remove all outside lines.
- Set Automatic Line Selection 26 for the hotline extension to intercom only.
- Remove hotline extensions from Night Service Group Extensions 93, Calling Group Extensions and 91 Hunt Group Extensions 92.
- Use External Hotline 72 to identify an extension that automatically dials a programmed outside number when a user lifts the handset.

To program a hotline extension and its alert extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #603. The phone displays Internal Hotline Ext.
3. At the Extension: prompt enter the hotline extension number.
4. At the next Extension: prompt enter the alert extension number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program a hotline extension and its alert extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Internal Hotline Ext. When displayed, press Select.
5. At the Extension: prompt, enter the hotline extension number.
6. Enter the alert extension number. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Clear to remove the current setting.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.7 Outside Conference Denial

Use this feature to determine if users can include more than one outside party in a conference call.

- This feature setting applies to all system users.
- If outside conference is allowed, you can have up to 64 outside parties in a conference butonly up to 2 analog lines. If outside conference is disallowed, you can have only one outside party in a conference.

To allow or disallow conferences with two outside parties (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #109. The phone displays Outside Conf Denial.
3. Press a digit to display the appropriate value:
   - 1 = Allow conference calls with multiple outside parties (the default setting).
   - 2 = Disallow conference calls with two outside parties.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To allow or disallow conferences with two outside parties (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Outside Conf Denial. When displayed, press Select.
5. The current setting is displayed.
6. Press either 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.
   - 1 = Allow conference calls with multiple outside parties (the default setting).
   - 2 = Disallow conference calls with two outside parties.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

8.8 Automatic Privacy

Use this feature to prevent a user from joining an active call at an extension. When Automatic Extension Privacy is assigned for an extension, other users cannot join active calls at that extension. This feature is typically used for single-line telephones and extensions connected to fax machines, modems, and credit card scanners, which make and receive data calls that should not be interrupted. This feature can provide the Privacy (F07) function for single-line telephones.

Considerations:

- If you want to be able to intercept calls routed to an auxiliary device, such as an answering machine, a voice messaging system, or an auto attendant, make sure Automatic Extension Privacy is Not Assigned for the auxiliary equipment extension.
- Single-line telephones and system telephones without a programmed Privacy button cannot override this feature once it is assigned to an extension.
- If Automatic Extension Privacy is Assigned at an extension, the green light is lit automatically after programming the Privacy button to indicate that Privacy is currently active.
- Automatic Extension Privacy applies only to active calls. Any user can retrieve a held call unless Exclusive Hold is used.
- If the voice messaging system extension does not have Automatic Extension Privacy turned on, other users can bridge onto the call. If a user bridges onto the call, a forward disconnect signal is sent to the voice messaging system, causing it to disconnect from the call. This causes the screening extension to be dropped from the call, and the person who bridged onto the call is now talking to the calling party.

To change the Automatic Extension Privacy setting for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #304. The phone displays Automatic Ext Privacy.
3. At the Extension: prompt enter the two-digit number of the extension.
4. Press the appropriate value:
   - 1 = Assigned
   - 2 = Not Assigned (default setting)
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the Automatic Extension Privacy setting for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
5. Use the ▲ up or down ▼ arrow buttons to scroll the display to Automatic Ext. Privacy. When displayed, press Select.
6. Enter the extension number.
7. Press either 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.

- 1 = Assigned.
- 2 = Not Assigned (default setting)
   - Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 9.
Account Codes

9. Account Codes

When you set up account codes 79 on the system, users at extensions set to Forced Account Code Entry 80 must enter an account code before they can dial outside calls. Other extensions can also use account codes but on a voluntary basis. They can enter

- When an account code is entered during a call, the caller on the other end does not hear the touch-tone digits dialed.
- If SMDR is used, the account code assigned to a call is included in the SMDR record for that call.
- You can program the Account Code Entry 116 button on a ETR and 1400 phones. Use a button with lights.
- For faster entry of frequently used account codes, you can program an account code on an Auto Dial 119 button or as a system speed dial 59 or personal speed dial 61 number (but not as a marked system speed dial number).

9.1 Forced Account Code List

You can create a list of account codes that are used to verify those entered by extension users.

- Each list entry can include up to six digits.
- You can enter a ? wildcard character into the account code by pressing the HOLD button. The wildcard matches any single digit. For example, your company's Sales Department has a three digit account code—the first digit represents the department and second and third digits represent the individuals in the department. You enter 4?? as the list entry.

To create a Forced Account Code List (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #409. The phone will display Forced Act Code List.
3. Select a list entry 01 to 99.
4. Enter up to six digits for the list entry. If the account code is five digits or less, you must press Enter 14 to save the account code in memory. To enter a wildcard digit press HOLD.
5. Do one of the following:
   - To enter other account codes, press Next Item 14 to select a different list entry and repeat Steps 4 and 5.
   - To change the account code you just entered, press Remove 14 and repeat Steps 4 and 5.
   - To delete the account code you just entered, press Remove 14.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a list of allowed phone numbers (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Restrictions/Permissions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Forced Act Code List. When displayed, press Select.
5. At the Entry: prompt enter the list entry you want to change by entering 01 to 99.
6. The current setting is displayed.
7. Enter the new number and press Enter. To enter a wildcard digit press HOLD. Press Clear to remove the existing number.
8. Use the ▲ up or down ▼ arrow buttons to scroll through the other numbers in the list.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

9.2 Forced Account Code Extensions

These processes allow you to set which extensions must enter an account code before making outside calls. The account code can be used to charge telephone calls to a department or client.

- Extensions set to forced account code entry can still dial numbers on the Emergency Phone Number List 40 without entering an account code.
- In addition to dialing the account code, extension users can also enter an account code using a number stored on an auto dial button 119, system speed dial 59 or personal speed dial 61.
- Automatic Line Selection 26 is not used for extensions set to forced account code entry.
- Do not assign forced account code entry to an external hotline 72 extension.
- If a System Password 43 is required to override dialing restrictions for an extension, you must enter it before entering the account code.

To program an extension for forced account code entry (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #307. The phone will display Forced Account Code.
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Assigned.
   - 2 = Not Assigned.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program an extension for forced account code entry (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Forced Account Code. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the setting or Default to return to the default setting.
   - 1 = Assigned.
   - 2 = Not assigned (the default setting).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 10.
Voicemail

10. Voicemail

All IP Office PARTNER Version systems have VMS (Voicemail Mail Services) available by default.

User Voicemail Operation

When a call goes to a user's VMS Cover, the user's voicemail mailbox is used to take a message for the user. This is used for calls dialed to the user's extension number including DID calls or incoming calls on a line where the extension is set as the line coverage extension 23 for that line.

- VMS Cover On/Off 83
  Set whether voicemail is used to cover unanswered calls to an extension.
- VMS Coverage Rings 84
  Set the voicemail coverage delay for calls to an extension.

User/Admin Voicemail Password

Users can set a password for their voicemail. This password can be reset by Admin.

- Voicemail Password 85

Line Auto Attendant Operation

When a call goes to a line's VMS cover, the voicemail system's auto attendant is used to take let the caller select a call destination.

- VMS Hunt Schedule 87
  Set whether and when a line should route its calls to the voicemail auto attendant service if not answered within the VMS Hunt Delay time.
- VMS Hunt Delay 86
  Set the number of rings for an external line before the call goes to the voicemail auto attendant if scheduled.

10.1 VMS Cover On/Off

You can use the processes below to switch on or off the use of voicemail coverage for an extension.

When on, calls to the extension are redirected to the extension's mailbox when they ring unanswered for the extension's VMS Coverage Rings 84 setting. When off, calls to the extension continue to ring at the extension until answered or the caller hangs up.

- In addition to the processes below, a VMS Cover 147 button can be programmed onto an extension with programmable buttons. If the button includes lights the lights will indicate when VMS cover is on or off.

To switch voicemail on/off for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #310. The phone displays Automatic VMS Cover.
3. At the Extension: prompt, enter the extension number.
4. Press either:
   - 1 = Assigned - to turn voicemail cover on (the default setting)
   - 2 = Not Assigned - to turn voicemail cover off.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To switch voicemail on/off for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Automatic VMS Cover. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting.
   - 1 = Assigned - to turn voicemail cover on (the default setting)
   - 2 = Not Assigned - to turn voicemail cover off.
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

10.2 VMS Coverage Rings

You can program the number of times that an extension will ring before the call goes to voicemail.

- If an extension has call coverage and voicemail active, covered calls ring at the covering extension for the specified number of call coverage rings:
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings.
  - If the covering extension has Do Not Disturb active, the call is routed immediately to the voicemail.
- One ring is approximately 5 seconds.

To set the VMS coverage rings for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #321. The phone displays VMS Cover Rings.
3. Enter the number of the extension to be programmed.
4. Enter the number of rings required, between 1 and 9. 3 is the default setting which is approximately 15 seconds.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set the VMS coverage rings for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Coverage Rings. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter the number of rings required, between 1 and 9. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (3 rings).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

10.3 Voicemail Password

Extension users can set an access code for their mailbox. When they do this, the access code is request when they access the mailbox. If the user forgets their password you can use system administration to remove it.

To remove a user's mailbox access code (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #324. The display shows Reset Voice Mail Pwd.
3. At the Extension: prompt enter the two-digit number of the extension.
4. Press Enter.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To remove a user's mailbox access code (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
5. Dial #324. The display shows Reset Voice Mail Pwd.
6. At the Extension: prompt enter the two-digit number of the extension.
7. Press Proceed.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

10.4 VMS Hunt Delay

Use this feature to determine when outside calls should be answered by the voicemail auto attendant. You can set the system for any number of rings, 0–6. Assigning more rings gives the operator an opportunity to answer calls before they go to the auto attendant.

VMS Hunt Delay is programmable on a per-line basis. In addition, you can program this feature so that calls can be handled one way during the day and a different way when the system is in Night Service.

- One ring is approximately 5 seconds.

- If want immediate call handling, set this option to 0 rings.

To change the VMS Hunt Delay setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #506. The phone displays VMS Hunt Delay.
3. Select day or night mode by entering 1 or 2 respectively.
4. Enter the line number. The current setting is displayed.
5. Enter the appropriate value for the number of rings between 0 and 6 (2 is the default setting).

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the VMS Hunt Delay setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Hunt Delay. When displayed, press Select.
5. At the Mode: prompt enter 1 or 2 for day or night mode respectively.
6. At the Line: prompt enter the line number, for example 01 for line 1.
6. Enter the number of rings, 0 to 6. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (2 rings).
7. Press the ▲ up or down ▼ arrow buttons to view the setting of another line if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

10.5 VMS Hunt Schedule

Use this feature to determine whether the outside lines go to the voicemail auto attendant all the time, only during day operation, only during night operation or never. You can program VMS Hunt Schedule on a per-line basis.

When a line is set to go to the VMS auto attendant, the VMS Hunt Delay 86 settings determines how long the call rings before going to the auto attendant.

- If you set the VMS Hunt Schedule for day only or night only, you must program a Night Service button 94 for extension 10.

To change the VMS Hunt Schedule for a line (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #507. The phone displays VMS Hunt Schedule.
3. Enter the line number. The current setting is shown in the telephone display.
4. Enter the appropriate value:
   - 1 = Always (the default setting).
   - 2 = Day only.
   - 3 = Night only.
   - 4 = Never.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the VMS Hunt Schedule for a line (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Hunt Schedule. When displayed, press Select.
5. At the Line: prompt enter the line number, for example 01 for line 1.
6. Enter the required value 1 to 4. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (never).
   - 1 = Always (the default setting).
   - 2 = Day only.
   - 3 = Night only.
   - 4 = Never.
7. Press the ▲ up or down ▼ arrow buttons to view the setting of another line if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 11.
Groups

11. Groups

Placing extensions into groups allows users to help each other in answering calls. You can set up the following groups:

- Calling Groups 91 (71 to 74)
  A group of extensions that can be called at the same time.
- Hunt Groups 92 (771 to 776)
  A group of extensions that the incoming call hunts through for the first extension available to answer.
- Night Service Group 93
  A group of extensions that will ring immediately, regardless of normal Line Ringing settings when night service is switched on.
- Pickup Groups 95 (661 to 664)
  A group of extensions that can answer any call ringing within the group by dialing the Pickup Group code.

Other Options

- Group Call Distribution 24
  Assign outside lines to hunt group. Doing this allows outside calls to ring directly into a hunt group instead of being answered and transferred by the receptionist.

11.1 Calling Groups

A calling group is one where the idle extensions in the group are alerted all at the same time when a call is directed to the group. The system can have up to four calling groups, using the group numbers 71 to 74.

Any user in the system can ring or page a calling group or transfer a call to a calling group. All idle extensions in the group are alerted and the first extension to pick up the call is connected to the caller. A typical use of this feature is to have callers ring into a calling group of sales representatives.

- Extensions can be in more than one calling group.
- You can assign all extensions in the system to one group — this helps in making paging announcements to all employees.
- Do not assign extensions that connect auxiliary equipment (auto attendants, voice messaging systems, fax machines, answering machines, hotline telephones or doorphones) or extensions assigned as External Hotline telephones to a Calling Group.
- Users can make a simultaneous page 144 to the loudspeaker paging extension 55 and the extensions assigned to Calling Group 1.
- You cannot assign a coverage path for a calling group that has T1 lines with Direct Inward Dialing (DID).

To assign extensions to a calling group (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #502. The phone displays Calling Group.
3. At the Group: prompt, enter a group number 1 to 4.
4. At the Extension: prompt, enter the number of the extension to be programmed.
5. Enter the appropriate value:
   - 1 = Assigned to group.
   - 2 = Not Assigned to group (the default setting).
6. Do one of the following:
   - To program another extension, press Next Item 14 or Prev Item 14 until the extension number appears on the display. Repeat Step 5.
   - To program another group, press Next Procedure 14 + Prev Procedure 14 and repeat Steps 3 through 5.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign extensions to a calling group (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Calling Group. When displayed, press Select.
5. At the Group: prompt enter 1 to 4 for the calling group you want to adjust.
6. At the Extension: prompt enter the extension number whose group membership you want to change.
7. The extension's current group membership is shown.
8. Press 1 (Assigned) or 2 (Not assigned) to change the extension's membership. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (not assigned).
9. Press the ▲ up or down ▼ arrow buttons to view the setting of another extension if required.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

11.2 Hunt Groups

For extensions in a hunt group, an incoming call to that group hunts for the first available extension. The system supports up to six hunt groups, using the group numbers 771 to 776.

- Any number of extensions can be assigned to each hunt group. In addition, extensions can be in more than one hunt group.
- You can include multiple fax machines or answering machines in a hunt group.
- If a ringing call to the hunt group is not answered within three rings, the call moves to the next idle extension in the hunt group.
- If users in the hunt group leave their desks, they should turn on Do Not Disturb at their extensions so that calls hunt immediately to the next available extension.
- Hunt Group calls are not eligible for call coverage or VMS coverage.
- For instructions on making outside calls ring directly in a Hunt Group, see Group Call Distribution 24.
- A call to a busy hunt group can be sent to a hunt group mailbox.

To assign extensions to a Hunt Group (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #505. The phone displays Hunt Group.
3. At the Group: prompt, enter a group number 1 to 6.
4. Enter the extension number that you want to add to or remove from a group.
5. Enter the appropriate value:
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the default setting)
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign extensions to a Hunt Group (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Hunt Group. When displayed, press Select.
5. At the Group: prompt enter 1 to 6 for the hunt group you want to adjust.
6. At the Extension: prompt enter the extension number whose group membership you want to change.
7. The extension's current group membership is shown.
8. Press 1 (Assigned) or 2 (Not assigned) to change the extension's membership. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (not assigned).
9. Press the ▲ up or down ▼ arrow buttons to view the setting of another extension if required.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

11.3 Night Service Group

When night service is on and a call comes in, all available extensions in the night service group ring immediately, regardless of the line ringing settings. Any extensions that would normally ring during the day also ring.

- Do not include extensions connected to certain auxiliary equipment (auto attendants, voice messaging systems, internal or external hotline telephones or doorphones) in the Night Service Group.
- A user in the Night Service Group can receive an after-hours outside call only if it comes in on a line that is assigned to that user's telephone. Line assignments for extensions in the Night Service Group can vary from one extension to another.
- If you program a System Password 43 when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 40 and Marked System Speed Dial numbers without entering the System Password.
- If you have a voice messaging system, lines that are assigned to the user's telephones in the Night Service Group are covered by the voice messaging system, depending on the status of VMS Hunt Delay 86 and VMS Hunt Schedule 87.
- Night Service is ignored on T1 lines with DID.

To assign extension to the Night Service Group (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #504. The phone displays Night Service Grp Ext.
3. Enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the default setting)

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign extension to the Night Service Group (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Night Service Grp Ext.
5. When displayed, press Select.
6. At the Extension: prompt enter the extension number whose group membership you want to change.
7. The extension's current group membership is shown.
8. Press 1 (Assigned) or 2 (Not assigned) to change the extension's membership. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (not assigned).
9. Press the ▲ up or down ▼ arrow buttons to view the setting of another extension if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

11.4 Night Service Button

Use this feature to program a button on the system telephone at extension 10 to turn night service on and off. When night service is on, all lines assigned to the telephones of the users in the night service group 93 ring immediately, regardless of their normal line ringing settings.

Night service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the system telephone at extension 10.
- Program Night Service on a button with lights. This feature is not supported on a button without lights.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password 43, you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 40 and marked system speed dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule 87 determines when outside calls should ring voicemail. The status of the Night Service Button at extension 10 tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset 158 being used.
- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

To program a night service button at extension 10 (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #503. The phone displays Night Service Button.
4. The current setting is displayed. If night service is already assigned to a button, that button is lit.
3. Enter the appropriate value:
   - 1 = Assigned - Ext 10.
   - 2 = Not Assigned (the default setting).
4. If assigned, press 3 to select the button to which night service is assigned. At the Button: prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button when enabling night service, it will be automatically assigned to the first button after any line appearances assigned to the extension.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program a night service button at extension 10 (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
5. Use the ▲ up or down ▼ arrow buttons to scroll the display to Night Service Button. When displayed, press Select.
6. The current setting is displayed. If night service is already assigned to a button, that button is lit.
4. Press either 1 to display Assigned-Ext 10 or 2 to display Not Active (the default setting). Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.
5. If assigned, press Button to select the button to which night service is assigned. At the Button: prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button when enabling night service, it will be automatically assigned to the first button after any line appearances assigned to the extension.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

11.5 Pickup Groups

When a call rings at an extension in a pickup group, a user at any other extension in the system can answer that call by dialing the pickup group code or using a Pickup Group 140 button.

The system supports up to four Pickup Groups, using group numbers 661 to 664.

- You can assign each extension to any or all of the pickup groups.
- To pickup calls without a Pickup Group 140 button, press Intercom 1 or Intercom 2 and then dial 661 to 664 for the group from which to pickup the call.
- When there are multiple calls ringing the members of a pickup group, the longest ringing call is picked up.

To assign extensions to a Pickup Group (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #501. The phone displays Pickup Group.
3. At the Group: prompt, enter a group number 1 to 4.
4. At the Extension: prompt, enter the number of the extension to be programmed.
5. Enter the appropriate value:
   - 1 = Assigned to group
   - 2 = Not Assigned to group (the default setting)
6. Do one of the following:
   - To assign or unassign another extension, press Next Item 14 or Prev Item 14 until the extension number appears on the display. Then repeat Step 5.
   - To program another group, press Next Procedure 14 + Prev Procedure 14 and enter a new group number. Then repeat Steps 4 and 5.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To assign extensions to a Pickup Group (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Pickup Group. When displayed, press Select.
5. At the Group: prompt enter 1 to 4 for the pickup group you want to adjust.
6. At the Extension: prompt enter the extension number whose group membership you want to change.
7. The extension's current group membership is shown.
8. Press 1 (Assigned) or 2 (Not assigned) to change the extension's membership. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (not assigned).
9. Press the ▲ up or down ▼ arrow buttons to view the setting of another extension if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 12.
Ring Settings

12. Ring Settings

You can program extensions to ring in different ways.

- Abbreviated Ringing 99
  When you are on a call any incoming call rings only once.
- Call Coverage Rings 100
  You can define the number of times that calls on a line assigned to your extension ring before they are sent to the covering extension.
- Distinctive Ringing 101
  Use different ringing patterns for different call types.
- Line Ringing 102
  Set what ringing should be used by a line appearance on an extension. The options are immediate ring, delayed ring or no ring.
- Personalized Station Ringing 103
  Use this feature to assign a personalized ring pattern to an extension.
- Ring on Transfer 104
  Used to specify if callers hear ringing as they are being transferred.
- Transfer Return Rings 105
  Define how long transferred calls should ring before returning to the transferring extension.

Other Options

- VMS Coverage Rings 84
  Set the number of rings before a call at an extension goes to voicemail.
- Hold Recall Time 108
  Set how long calls remain on hold before recalling to the extension that put the call on hold.

12.1 Abbreviated Ringing

When you are on a call and abbreviated ringing is active, any incoming call rings only once. The green light next to the line button flashes until the call is answered or the caller hangs up. This feature prevents incoming calls from distracting you when you are busy on another call.

- Abbreviated ringing is by default active at all extensions. The feature can be turned off for specific extensions.
- To allow calls to ring repeatedly, set abbreviated ringing to not active.
- Abbreviated ringing is typically set to not active for operators and others who handle many calls quickly so they have an audible reminder of incoming calls.
- Abbreviated ringing applies to outside, transferred and intercom calls.
- The volume of an abbreviated ring is lower than a normal ring on ETR telephones.
- Calls to a busy extension ring at a lower volume than normal even if Abbreviated Ringing is set to Not Active.

To change an extension's abbreviated ringing setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #305. The phone displays Abbreviated Ringing.
3. Enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Active (incoming calls ring once; the default setting).
   - 2 = Not Active (incoming calls ring repeatedly).
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change an extension's abbreviated ringing setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Abbreviated Ringing. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (Active).
   - 1 = Active (incoming calls ring once; the default setting).
   - 2 = Not Active (incoming calls ring repeatedly).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.2 Call Coverage Rings

Use this feature to define the number of times intercom, transferred and outside calls on lines assigned ownership ring at an extension before they are sent to the covering extension. You can program the number of call coverage rings on an individual extension basis.

- If an extension has call coverage and voicemail coverage active, covered calls ring at the covering extension for the specified number of call coverage rings:
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings 84.
  - If the covering extension has Do Not Disturb active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- An extension user can switch call coverage on or off using a Call Coverage 121 button. The button is also used to set the coverage extension.
- One ring is approximately 5 seconds.

To set the number of call coverage rings for an extension (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #320. The phone displays Call Coverage Rings.
3. Enter the number of the extension to be programmed.
4. Enter the number of rings required, between 1 and 9. 2 is the default setting.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set the number of call coverage rings for an extension (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Call Coverage Rings. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter the number of rings required, between 1 and 9. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (2 rings).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.3 Distinctive Ringing

Use this feature to determine whether calls should ring at a tip/ring extension using the system's different distinctive ringing patterns for outside, intercom and transferred calls or whether all calls should ring like outside calls.

- Change the setting to Not Active if a tip/ring device such as a modem or answering machine does not pick up intercom or transferred calls.
- If distinctive ring is set to Not Active for an extension with both a system telephone and a tip/ring device, the system telephone continues to use the system's distinctive ringing patterns, but all calls ring at the tip/ring device using a single ring burst.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

To change an extension's distinctive ring setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #308. The phone displays Distinctive Ring.
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. Enter the appropriate value:
   - 1 = Active (outside, intercom and transferred calls ring differently, using the system's distinctive ringing patterns; the default setting).
   - 2 = Not Active (outside, intercom and transferred calls all ring using a single ring burst).
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change an extension's distinctive ring setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Distinctive Ring. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (Active).
   - 1 = Active (outside, intercom and transferred calls ring differently, using the system's distinctive ringing patterns; the default setting).
   - 2 = Not Active (outside, intercom and transferred calls all ring using a single ring burst).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.4 Line Ringing

For incoming calls alerting at an extension, each line appearance button can be set to ringing immediately, delayed ring or no ring.

For the system administration extensions (10 and 11), you can view and change the line ringing setting of extensions. From each extension, you can also view the current line ringing settings of the phone but you cannot change them.

To view and change an extension's line ringing settings (ETR 18D/34D)

1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display.
2. At the Extension: prompt enter the number of the extension.
3. Enter the number of the extension to be programmed.
4. At the Button: prompt enter from 03 to 80 to select the line button for which you want to view the line ringing setting.
5. The display will show LINE RINGING: and the current ring setting for the line on that button and the line number it represents in the form <*ring setting*>-L<*line number*>.
    - I- = Immediate ring.
    - D- = Delayed ring (5 seconds delay).
    - N- = No ring.
6. To change the setting from its current value enter the button number again.
7. To view the setting of another line button enter the number of that button.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To view and change an extension's line ringing settings (1408/1416 Phone)

1. At extension 10 or 11, press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select.
3. At the Extension: prompt enter the extension that you want to configure.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Line Ringing. When displayed, press Select.
5. At the Button: prompt enter from 03 to 80 to select the line button for which you want to view the line ringing setting. Or press the corresponding line appearance button directly.
6. The display will show LINE RINGING: and the current ring setting for the line on that button and the line number it represents in the form <*ring setting*>-L<*line number*>.
    - I- = Immediate ring.
    - D- = Delayed ring (5 seconds delay).
    - N- = No ring.
7. To change the setting from its current value enter the button number again.
8. To view the setting of another line button enter the number of that button.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.5 Personal Ring Pattern

Use this feature to assign a personalized ring pattern (choice of eight) to an ETR or tip/ring extension. Once a personalized ring pattern is assigned to the extension, all incoming calls to that extension ring with the assigned ringing pattern.

- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this feature).

To set an extension's personal ringing pattern (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #323. The phone displays Ring Pattern.
3. At the Extension: prompt, enter the number of the extension to be programmed.
4. At the Pattern prompt, enter a ringing pattern number 1 to 8. 1 is the default setting.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To set an extension's personal ringing pattern (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extensions. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Ring Pattern. When displayed, press Select.
5. At the Extension: prompt enter the extension you want to edit.
6. The current setting is displayed.
7. Enter 1 to 8. Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting (Pattern 1).
8. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.6 Ringing on Transfer

Use this feature to specify what callers hear while they are being transferred. If Ring on Transfer is set to Active, callers hear ringing as they are being transferred; if it is set to Not Active, callers hear silence. Once at the destination extension, callers hear ringing until the call is answered or is sent to the voice messaging system.

- This feature has no effect on Call Park.

To change the system ring on transfer setting (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #119. The phone displays Ringing on Transfer.
3. Press the appropriate digit to change the value:
   - 1 = Active (the default setting).
   - 2 = Not Active.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the system ring on transfer setting (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Ringing on Transfer. When displayed, press Select.
5. Enter 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (Active).
   - 1 = Active (the default setting).
   - 2 = Not Active.
6. Use the ▲ up or down ▼ arrow buttons to select another extension to adjust if required.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

12.7 Transfer Return Rings

Use this feature, which applies to all system extensions, to define the number of times a transferred call rings before it returns to the transferring extension. You can not set a transfer returned ring number for an individual extension.

- If you have a fax machine or an answering machine connected to the system, set Transfer Return Rings to a number greater than the number of rings at which the devices answer.
- If the setting is 0 rings it means "no transfer return". This will mean that a caller who is transferred will not be returned even if their call is not answered.
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up. A ring is calculated to be 5 seconds long.
- If you program Hunt Group Extensions 92, make sure this setting is four or more rings. This setting allows the call to continue hunting to other group extensions if it is not answered by the first group extension where it rings.
- One ring is approximately 5 seconds.

To change the number of times transferred calls ring before returning (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #105. The phone displays Transfer Return.
3. Enter a setting (0–9; 4 is the default setting).

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the number of times transferred calls ring before returning (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Transfer Return. When displayed, press Select.
5. The current setting is displayed.
6. Enter then number of rings 0 (off) to 9. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (4 Rings).

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 13.
Holding Calls

13. Holding Calls

13.1 Hold Recall Time

Set how long a call can be placed on hold before recalling to the extension that put it on hold if that extension is idle.

To change the hold recall time (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #127. The phone displays Hold Timer.
3. Press the appropriate digit to change the value:

0 = Not Active	3 = 30 seconds	6 = 90 seconds	9 = 180 seconds
1 = 10 seconds	4 = 45 seconds	7 = 120 seconds	
2 = 20 seconds	5 = 60 seconds (the default setting)	8 = 150 seconds	

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the hold recall time (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Hold Timer. When displayed, press Select.
5. The current setting is displayed.
6. Enter then option required 0 (off) to 9. Alternatively use the ◀ left or right ▶ arrow icons to toggle the settings or Default to return to the default setting (5).

0 = Not Active	3 = 30 seconds	6 = 90 seconds	9 = 180 seconds
1 = 10 seconds	4 = 45 seconds	7 = 120 seconds	
2 = 20 seconds	5 = 60 seconds (the default setting)	8 = 150 seconds	

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

13.2 Music on Hold

When music-on-hold is activated and available, a caller on hold hears the hold music connected to the system.

To change the setting of the music-on-hold (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #602. The phone displays Music on Hold.
3. Enter the appropriate value:
   - 1 = Active (the default setting).
   - 2 = Not Active.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To change the setting of the music-on-hold (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Auxiliary Equipment. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Music on Hold. When displayed, press Select.
5. The current setting is shown.
6. Press 1 or 2. Alternatively use the ◀ left or right ▶ arrow icons to toggle the setting or Default to return to the default setting (Active).
   - 1 = Active (the default setting).
   - 2 = Not Active.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 14.
Button Programming

14. Button Programming

All ETR and 1400 Series phones have various numbers of buttons to which functions can be assigned. For some phones additional buttons can also be added by attaching a button module to the phone.

The buttons are numbered from 01 up to 80, from left to right, starting from the bottom row upwards.

- Intercom Buttons
  The first two buttons, 01 and 02, are used as Intercom 1 and Intercom 2 buttons for internal calls. This function is automatically assigned to the buttons by the system and cannot be overridden by the system administrator or extension user.
- Line Buttons
  Buttons 03 and upwards up to the number of lines assigned to the extension are used as line appearance buttons for external calls. These can only be programmed by a system administrator using the Number of Lines 21 and Line Assignment 22 functions. They cannot be overridden by the extension user.
- Other Buttons
  Any additional buttons can be used for the functions listed in Button Programming Functions 112. These buttons can be programmed by the system administrator and the extension user.

Button Types	ETR Phones			1400 Series Phones		
	ETR 6 ETR 6D	ETR 18 ETR 18D	ETR 34D	1403	1408	1416
Programmable buttons without lights	–	4	4	–	–	–
Programmable buttons with lights	4	16	32	3	8	16
Intercom buttons with lights	2	2	2	2	2	2
Total Buttons	6	22	38	3	8	16

- Default Button Programming
  The default programming sets the following button programming:

Button	
01, 02	Intercom 1 and Intercom 2
03 to 07	Lines 01 to 04
ETR extensions	
19	Last Number Redial 137
20	Conference Drop 130
21	Voicemail Collect This function is not available through telephone administration button programming. It allows the extension use to access their voicemail mailbox.
22	Recall 142

14.1 Button Programming Functions

Function	Description	Shortcut	LED
Absent Message 115	A button set to this function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.	*28*	Yes
Account Code Entry 116	A button set to this function allows the user to enter an account code prior to making a call or during a call.	*12*	Yes
Active Line Pickup 117	A button set to this function allows the user to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.	*Intercom 1, 68*	–
Auto Dial - Intercom 118	A button set to this function allows the user to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.	*Intercom 1, <Extn>*	–

Function	Description	Shortcut	LED
Auto Dial - Other 119	A button set to this function allows the user to make a call using a number stored by the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.	*Intercom 2, <number>*	–
Call Coverage 121	A button set to this function allows the user to switch call coverage for their extension on or off. The button settings include the extension number of the extension providing coverage. When on, calls to the user that ring unanswered for the user's number of coverage rings 100 then also start ringing at the call coverage extensions.	*20*	–
Caller ID Log 127	A button set to this function allows the user to view the phone system's call log of all caller IDs of calls received by the system. To use the button the user must be one of the three extensions configured for call ID logging 47.	*23*	Yes
Call Forwarding 123	A button set to this function allows the user to redirect all their calls to another number. Extensions with Remote Call Forwarding 42 enabled can also forward calls externally by specifying a personal speed dial 61 as the destination.	*11*	–
Call Pickup 125	A button set to this function allows the user to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.	*Intercom 1, 6, <Extn>*	–
Caller ID Inspect 126	A button set to this function allows the user to see the caller ID of a call on another line without interrupting the current call to which they are connected.	*17*	Yes
Caller ID Name Display 128	A button set to this function allows the user to swap the display of caller ID name and number information on their extension.	*16*	Yes
Calling Group 129	A button set to this function allows the user to call or page the calling group 91 represented by the button.	*Intercom 1, <Group>*	–
Conference Drop 130	A button set to this function allows the user to drop a call from a conference.	*06*	–
Contact Closure 1 131	A button set to this function allows the user to operate the system's contact closure 1 53 connection. The user must be a member of the contact closure group 53.	*41*	–
Contact Closure 2 132	A button set to this function allows the user to operate the system's contact closure 2 53 connection. The user must be a member of the contact closure group 53.	*42*	–
Do Not Disturb 133	A button set to this function allows the user to set the extension's do not disturb on or off.	*01*	Yes
Hot Dial 134	A button set to this function allows the user to dial a number without first going off hook or pressing the SPEAKER button. Automatic line selection 26 is used to select a line.	*26*	Yes
Hunt Group 135	A button set to this function allows the user to call or page the hunt group 92 represented by the button.	*Intercom 1, <Group>*	–
Idle Line Pickup 136	A button set to this function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension.	*Intercom 1, 8*	–
Last Number Redial 137	A button set to this function allows the user to redial the last external number dialed.	*05*	–
Loudspeaker Paging 138	A button set to this function allows the user to redial the last external number dialed.	*Intercom 1, 70*	–
Night Service Button 139	A night service button is used to switch night service on/off.	–	Yes

Function	Description	Shortcut	LED
Pickup Group 140	A button set to this function allows the user to answer a call being presented to any extension that is a member of the pickup group 95 configured for the button.	*Intercom 1, <661-664>*	–
Privacy 141	A button set to this function allows the user to turn privacy on or off. When on, other extensions are not able to bridge into the user's calls.	*07*	–
Recall 142	A button set to this function allows the user to send a recall or hook flash signal.	*03*	–
Save Number Redial 143	A button set to this function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.	*04*	–
Simultaneous Page 144	A button set to this function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.	*Intercom 1, *70*	–
Station Lock 145	A button set to this function allows the user to lock their extension from being used to make calls. After they press the button, they are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, pressing the button prompts for reentry of the four digit code to unlock the extension.	*21*	–
Station Unlock 146	A button set to this function allows the user to unlock any extension without needing to know the code that was used to lock that extension. This function can only be used by extensions 10 and 11. When the button is pressed, the user is prompted to enter the number of the locked extension.	*22*	–
VMS Cover 147	A button set to this function allows the user to switch use of voicemail coverage for their extension on or off.	*15*	–
VMS Mailbox Transfer 148	A button set to this function allows the user to transfer their current call to an extension's mailbox. After pressing the button, the current call is put on hold and the user can then enter the target extension number to indicate the mailbox required.	*14*	

Some functions are unique, ie. if already assigned to a button, assigning the function to another button will automatically clear the setting from the existing button.

Some functions are only supported on buttons that include lights to indicate status. If programmed onto a button without lights the function may not work.

14.2 Absent Message

A button set to this function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- Not supported on ETR6 and 1403 phones.

To create an absent message button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.

3. Dial FEATURE 28.
4. The current setting of the button will now be set to Absent Message.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an absent message button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #28 or use the ▲ up or down ▼ arrow buttons to scroll the display to Absent Message and press Select.
4. The current setting of the button will now be set to Absent Message.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.3 Account Code Entry

A button set to this function allows the user to enter an account code prior to making a call or during a call.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 12.

To create an account code entry button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 12.
4. The current setting of the button will now be set to Account Code Entry.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an account code entry button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either dial #12 or use the ▲ up or down ▼ arrow buttons to scroll the display to Account Code Entry and press Select.
5. The current setting of the button will now be set to Account Code Entry.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.4 Active Line Pickup

A button set to this function allows the user to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 followed by 68 and then dial the line number.

To create an active line pickup button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press Intercom 1. 4. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

5. The current setting of that button is displayed.
6. Dial 68.
7. The current setting of the button will now be set to Active Line Pickup.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an active line pickup button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Active Line Pickup and press Select.
5. At the Endpoint: prompt enter 68.
6. The current setting of the button will now be set to Active Line Pickup.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.5 Auto Dial - Intercom

A button set to this function allows the user to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.

To create an auto dial - intercom button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 1.
4. Enter the target extension number for the button. If you want to page the extension put a * in front of the number.
5. The current setting of the button will now be AD-I followed by the target extension number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an auto dial - intercom button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Auto Dial - Intercom and press Select.
5. At the Endpoint: prompt enter target extension for calls made using the button. If you want to page the extension put a * in front of the number.
6. The current setting of the button will now be AD-I followed by the target extension number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.6 Auto Dial - Other

A button set to this function allows the user to make a call using a number stored by the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.

To create an auto dial - other button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 2.
4. Enter the number for calls made using the button. The number can include * and # and the following special characters:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

5. The current setting of the button will now be AD-O followed by the stored number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an auto dial - other button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 2 or use the ▲ up or down ▼ arrow buttons to scroll the display to Auto Dial - Other and press Select.
4. At the AD-O: prompt enter the number for calls made using the button. The number can include * and # and the following special characters:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

5. Click the Enter soft key.
6. The current setting of the button will now be AD-O followed by the stored number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.7 Call Coverage

A button set to this function allows the user to switch call coverage for their extension on or off. The button settings include the extension number of the extension providing coverage. When on, calls to the user that ring unanswered for the user's number of coverage rings 100 then also start ringing at the call coverage extensions.

- When on, a call to the extension that ring unanswered for the extension's Call Coverage Rings 100 setting will also start alerting on the covering extension specified by the button.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function does not require a button that includes lights. However if set on a button with lights, the green LED will match whether the function is on or off.
- Programming the destination and/or the originator onto the call coverage button is optional.

To create a call coverage button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 20.
4. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
5. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
6. The current setting of the button will now be set to Call Coverage O <*covered extension*> D <*destination extension*>.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a call coverage button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #20 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Coverage and press Select.
4. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
5. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
6. The current setting of the button will now be set to Call Coverage O <*covered extension*> D <*destination extension*>.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.8 Call Forwarding

A button set to this function allows the user to redirect all their calls to another number. Extensions with Remote Call Forwarding 42 enabled can also forward calls externally by specifying a personal speed dial 61 as the destination.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- For analog lines and T1 lines without DID, the extension must be the Line Coverage Extension 23 for that line.
- You can forward outside, intercom, transferred and voice signaled calls.
- You cannot forward group calls, calls to doorphone alert extensions, coverage calls, transfer-return calls and night service calls.
- The system will only forward calls on lines that have reliable disconnect. For these lines, Hold Disconnect Time 25 must be set to a value other than 00 (No Detection).
- The extension must have an available line to forward the call to an outside number.
- The system uses the extension's Automatic Line Selection 26 to determine which line to use for the outgoing call.
- Extension's with Remote Call Forwarding 42 enabled can also forward calls externally by specifying a personal speed dial 61 (80 to 99) as the destination.
  - Specifying * followed by a personal speed dial is used for cell phone connect/mobile twinning. This operates in the same way as remote call forwarding but rings at both the extension and the external number. Use of cell phone connect may also require licenses.
- You can also access this option by pressing FEATURE 11 and entering the destination number. To switch forwarding off enter the extension's own number as the destination.

- Programming the destination and/or the originator onto the call coverage button is optional.

To create a call forwarding button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 11.
4. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
5. At the Call Coverage Dest: prompt enter the destination number for the call forwarding calls.
   - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
   - To forward using cell phone connect/mobile twinning, enter * followed by the personal speed dial (80 to 99) that contains the required external number.
6. The current setting of the button will now be set to Call Forward O <*covered extension*> D <*destination extension*>.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a call forwarding button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively:	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select.

• Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #11 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Forwarding and press Select.
4. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
5. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
   - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
   - To forward using cell phone connect/mobile twinning, enter * followed by the personal speed dial (80 to 99) that contains the required external number.
6. The current setting of the button will now be set to Call Forward O <*covered extension*> D <*destination extension*>.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.9 Call Pickup

A button set to this function allows the user to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial 6 followed by the two digit extension number.

To create an call pickup button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press Intercom 1. 4. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

5. The current setting of that button is displayed.
6. Dial 6 followed by the target extension number.
7. The current setting of the button will now be Call Pickup followed by the target extension number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an call pickup button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Pickup and press Select.
4. At the Endpoint: prompt enter 6 followed by the target extension.
5. The current setting of the button will now be Call Pickup followed by the target extension number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.10 Caller ID Inspect

A button set to this function allows the user to see the caller ID of a call on another line without interrupting the current call to which they are connected.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 17.

To create a caller ID inspect button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.

3. Dial FEATURE 17.

4. The current setting of the button will now be set to Caller ID Inspect.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a caller ID inspect button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.

4. Press Program and either dial #17 or use the ▲ up or down ▼ arrow buttons to scroll the display to Caller ID Inspect and press Select.

5. The current setting of the button will now be set to Caller ID Inspect.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.11 Caller ID Log

A button set to this function allows the user to set or clear an absent message for display on their phone. When set, the absent message is also displayed on other extensions when they call the user.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 23.

To create an absent message button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.

3. Dial FEATURE 23.
4. The current setting of the button will now be set to Caller ID Log.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an absent message button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #23 or use the ▲ up or down ▼ arrow buttons to scroll the display to Caller ID Log and press Select.
4. The current setting of the button will now be set to Caller ID Log.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.12 Caller ID Name Display

A button set to this function allows the user to swap the display of caller ID name and number information on their extension.

On some phones, after the call is answered the call display is not able to show both the caller ID name and number. This function allows the user on such phones to toggle between the name and the number. On phones that can show both values at the same time, the function causes them to swap display position.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 16.

To create a caller ID name display button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 16.
4. The current setting of the button will now be set to Caller ID Name Display.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a caller ID name display button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either dial #16 or use the ▲ up or down ▼ arrow buttons to scroll the display to Caller ID Name Display and press Select.
5. The current setting of the button will now be set to Caller ID Name Display.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.13 Calling Group

A button set to this function allows the user to call or page the calling group [91] represented by the button.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then the hunt group number 71 to 74.
- A page call to the calling group members can be selected by adding a * in front of the calling group number.

To create an calling group button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.

3. Press Intercom 1.
4. Enter the calling group [91] number for the button, 71 to 74.
   - A page call to the calling group members can be selected by adding a * in front of the calling group number.
5. The current setting of the button will now be Calling Group followed by the calling group number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an calling group button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Calling Group and press Select.
4. At the Endpoint: prompt enter the calling group [91] number for the button, 71 to 74.
   - A page call to the calling group members can be selected by adding a * in front of the calling group number.
5. The current setting of the button will now be Calling Group followed by the calling group number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.14 Conference Drop

A button set to this function allows the user to drop a call from a conference.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- On 1400 Series phones a list of conference parties is displayed from which the user can select which call to drop.
- On ETR phones, the last added external party is dropped.
- To access this function without a programmable button, press FEATURE and then dial 06.

To create a conference drop button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial Feature 06.
4. The current setting of the button will now be set to Conference Drop.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a conference drop button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #06 or use the ▲ up or down ▼ arrow buttons to scroll the display to Conference Drop and press Select.
4. The current setting of the button will now be set to Conference Drop.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.15 Contact Closure 1

A button set to this function allows the user to operate the system's contact closure 1 53 connection. The user must be a member of the contact closure group 53.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press FEATURE and then dial 41.

To create a contact closure 1 button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial Feature 41.
4. The current setting of the button will now be set to Contact Closure 1.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a contact closure 1 button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #41 or use the ▲ up or down ▼ arrow buttons to scroll the display to Contact Closure 1 and press Select.
4. The current setting of the button will now be set to Contact Closure 1.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.16 Contact Closure 2

A button set to this function allows the user to operate the system's contact closure 2 53 connection. The user must be a member of the contact closure group 53.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press FEATURE and then dial 42.

To create a contact closure 2 button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial Feature 42.
4. The current setting of the button will now be set to Contact Closure 2.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a contact closure 2 button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either dial #42 or use the ▲ up or down ▼ arrow buttons to scroll the display to Contact Closure 2 and press Select.
5. The current setting of the button will now be set to Contact Closure 2.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.17 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights still flash). When Do Not Disturb is on, outside callers hear ringing while inside callers hear a busy signal. You should use Do Not Disturb only if someone answers outside calls for your extension when you do not answer them.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 01.

To create a do not disturb button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial Feature 01.
4. The current setting of the button will now be set to Do Not Disturb.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a do not disturb button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #01 or use the ▲ up or down ▼ arrow buttons to scroll the display to Do Not Disturb and press Select.
4. The current setting of the button will now be set to Do Not Disturb.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.18 Hot Dial

A button set to this function allows the user to dial a number without first going off hook or pressing the SPEAKER button. Automatic line selection 26 is used to select a line.

- This option is not used by 1400 Series phones which use hot dialing as standard.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function is only supported on a button that includes lights. The green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 26.

To create a hot dial button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial Feature 26.
4. The current setting of the button will now be set to Hot Dial.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a hot dial button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either dial #26 or use the ▲ up or down ▼ arrow buttons to scroll the display to Hot Dial and press Select.
5. The current setting of the button will now be set to Hot Dial.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.19 Hunt Group

A button set to this function allows the user to call or page the hunt group 92 represented by the button.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial 77 and the hunt group number 1 to 6.
- A page call that is auto-answered by the first available extension in the hunt group can be selected by adding a * in front of the hunt group number.

To create an hunt group button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 1.
4. Enter the hunt group 92 number for the button, 771 to 776.
   - A page call to the hunt group members can be selected by adding a * in front of the hunt group number.
5. The current setting of the button will now be Hunt Group.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an hunt group button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Hunt Group and press Select.
4. At the Endpoint: prompt enter the hunt group 92 number for the button, 771 to 776.
   - A page call that is auto-answered by the first available extension in the hunt group can be selected by adding a * in front of the hunt group number.
5. The current setting of the button will now be Hunt Group.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.20 Idle Line Pickup

A button set to this function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial 8 followed by the two digit line number.

To create an idle line pickup button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 1.
4. Dial 8.
5. The current setting of the button will now be Idle Line Pickup followed by the hunt group number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an idle line pickup button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Idle Line Pickup and press Select.
4. At the Endpoint: prompt enter 8.
5. The current setting of the button will now be Idle Line Pickup followed by the hunt group number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.21 Last Number Redial

A button set to this function allows the user to redial the last external number dialed.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

To create a last number redial button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 05.
4. The current setting of the button will now be set to Last Number Redial.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a last number redial button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #05 or use the ▲ up or down ▼ arrow buttons to scroll the display to Last Number Redial and press Select.
4. The current setting of the button will now be set to Last Number Redial.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.22 Loudspeaker Page

A button set to this function allows the user to make a page call to the extension configured as being connected to the loudspeaker equipment 55.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial 70.

To create a loudspeaker page button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 1 and dial 70.
4. The current setting of the button will now be set to Loudspeaker Page.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a loudspeaker page button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
4. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Loudspeaker Page and press Select.
5. At the Endpoint: prompt enter 70.
6. The current setting of the button will now be set to Loudspeaker Page.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.23 Night Service

Use this feature to program a button on the system telephone at extension 10 to turn night service on and off. When night service is on, all lines assigned to the telephones of the users in the night service group 93 ring immediately, regardless of their normal line ringing settings.

Night service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

- You must program a Night Service Button on the system telephone at extension 10.
- Program Night Service on a button with lights. This feature is not supported on a button without lights.
- Dialing restrictions for extensions not in the Night Service Group remain the same as during normal daytime operation.
- If you reassign the Night Service Button, it is removed from the button where it was previously assigned.
- If you program a System Password 43, you must enter the password when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the Emergency Phone Number List 40 and marked system speed dial numbers without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.
- If you have a voice messaging system, VMS Hunt Schedule 87 determines when outside calls should ring voicemail. The status of the Night Service Button at extension 10 tells the voice messaging system to operate in day or night mode.
- The Night Service Button returns to the status (on/off) it was in immediately prior to a power failure or to System Reset 158 being used.
- Night Service is unavailable on T1 lines with Direct Inward Dialing (DID).

To program a night service button at extension 10 (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #503. The phone displays Night Service Button.
4. The current setting is displayed. If night service is already assigned to a button, that button is lit.
3. Enter the appropriate value:
   - 1 = Assigned - Ext 10.
   - 2 = Not Assigned (the default setting).
4. If assigned, press 3 to select the button to which night service is assigned. At the Button: prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button when enabling night service, it will be automatically assigned to the first button after any line appearances assigned to the extension.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program a night service button at extension 10 (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Groups. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
5. Use the ▲ up or down ▼ arrow buttons to scroll the display to Night Service Button. When displayed, press Select.
6. The current setting is displayed. If night service is already assigned to a button, that button is lit.
4. Press either 1 to display Assigned-Ext 10 or 2 to display Not Active (the default setting). Alternatively use the ◀ left or right ▶ arrow icons to toggle through the settings or Default to return to the default setting.
5. If assigned, press Button to select the button to which night service is assigned. At the Button: prompt press the button to which you want night service assigned or enter the button number.
   - If you do not select a button when enabling night service, it will be automatically assigned to the first button after any line appearances assigned to the extension.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.24 Pickup Group

A button set to this function allows the user to answer a call being presented to any extension that is a member of the pickup group 95 configured for the button.

- If an extension already has a button set to this function and target, creating another button with this function to the same target will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial 661 to 664 for the group from which to pickup the call.
- When there are multiple calls ringing the members of a pickup group, the longest ringing call is picked up.

To create a pickup group button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press Intercom 1.
4. Dial the pickup group 95 number for the button, 661 to 664.
5. The current setting of the button will now be Pickup Group followed by the pickup group number.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a pickup group button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Pickup Group and press Select.
4. At the Endpoint: prompt enter the pickup group 95 number for the button, 661 to 664.
5. The current setting of the button will now be Pickup Group followed by the pickup group number.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.25 Privacy

A button set to this function allows the user to turn privacy on or off. When on, other extensions are not able to bridge into the user's calls.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- This function does not require a button that includes lights. However if set on a button with lights, the green LED will match whether the function is on or off.
- To access this function without a programmable button, press FEATURE and then dial 07.

To create a privacy button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
5. Press FEATURE 07.
6. The current setting of the button will now be set to Privacy.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a privacy button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #07 or use the ▲ up or down ▼ arrow buttons to scroll the display to Privacy and press Select.
4. The current setting of the button will now be set to Privacy.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.26 Recall

A button set to this function allows the user to send a recall or hook flash signal.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

To create a recall button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press FEATURE 03.
4. The current setting of the button will now be set to Recall.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a recall button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #03 or use the ▲ up or down ▼ arrow buttons to scroll the display to Recall and press Select.
4. The current setting of the button will now be set to Recall.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.27 Saved Number Redial

A button set to this function allows the user to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

To create a saved number redial button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press FEATURE 04.
4. The current setting of the button will now be set to Saved Number Redial.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a saved number redial button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #04 or use the ▲ up or down ▼ arrow buttons to scroll the display to Saved Number Redial and press Select.
4. The current setting of the button will now be set to Saved Number Redial.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.28 Simultaneous Page

A button set to this function allows the user to make a page call to both the loudspeaker extension 55 and the extensions in first calling group 91, 71.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press Intercom 1 or Intercom 2 and then dial *70.

To create a simultaneous page button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Press INTERCOM 1 and dial *70.
4. The current setting of the button will now be set to Simultaneous Page.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a simultaneous page button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Simultaneous Page and press Select.
4. At the Endpoint: prompt enter *70.
5. The current setting of the button will now be set to Simultaneous Page.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.29 Station Lock

A button set to this function allows the user to lock their extension from being used to make calls. After they press the button, they are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, pressing the button prompts for reentry of the four digit code to unlock the extension.

- Any locked extension can be unlocked from extension 10 or 11 without needing the four digit locking code using a Station Unlock 146 button.
- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press FEATURE and then dial 21.

To create a station lock button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 21.
4. The current setting of the button will now be set to Station Lock.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a station lock button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #21 or use the ▲ up or down ▼ arrow buttons to scroll the display to Station Lock and press Select.
4. The current setting of the button will now be set to Station Lock.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.30 Station Unlock

A button set to this function allows the user to unlock any extension without needing to know the code that was used to lock that extension. This function can only be used by extensions 10 and 11. When the button is pressed, the user is prompted to enter the number of the locked extension.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press FEATURE and then dial 22.

To create a station unlock button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 22.
4. The current setting of the button will now be set to Station Unlock.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a station unlock button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #22 or use the ▲ up or down ▼ arrow buttons to scroll the display to Station Unlock and press Select.
4. The current setting of the button will now be set to Station Unlock.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.31 VMS Cover

A button set to this function allows the user to switch use of voicemail coverage for their extension on or off.

When on, calls to the extension are redirected to the extension's mailbox when they ring unanswered for the extension's VMS Coverage Rings 84 setting. When off, calls to the extension continue to ring at the extension until answered or the caller hangs up.

If the feature is programmed onto a button with lights, the green LED will be on when the feature is active and off when the feature is inactive.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.
- To access this function without a programmable button, press FEATURE and then dial 15.

To create a VMS cover button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 15.
4. The current setting of the button will now be set to VMS Cover.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a VMS cover button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #15 or use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Cover and press Select.
4. The current setting of the button will now be set to VMS Cover.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

14.32 Voice Mailbox Transfer

A button set to this function allows the user to transfer their current call to an extension's mailbox. After pressing the button, the current call is put on hold and the user can then enter the target extension number to indicate the mailbox required.

- If an extension already has a button set to this function, creating another button with this function will automatically clear the setting from the existing button.

To create a voice mailbox transfer button (ETR 18D/ETR 34D Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the phone press Feature 00. 2. Program Extension: is shown on the display. 3. Press the button that you want to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At one of the system administration telephones (extension 10 and 11), press Feature 00 followed by two presses of Intercom 1 and one press of Intercom 2. Centralized Programming: is shown on the display. 2. At the Extension: prompt enter the number of the extension. 3. Enter from 03 to 80 to select the line button you want to edit or press the corresponding line appearance button directly.

4. The current setting of that button is displayed.
3. Dial FEATURE 14.
4. The current setting of the button will now be set to Voice Mailbox Transfer.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a voice mailbox transfer button (1408/1416 Phone)

1. Do one of the following depending on whether you want to change the button programming of the extension or of another extension.

To program the extension	To program another extension
1. At the extension press Admin. 2. Press the programmable button you want to change. Alternatively: • Use the ▲ up or down ▼ arrows to scroll to Telephone Programming . Press Select. • At the Button: prompt press the button to edit or enter from 03 to 80 or press the corresponding line appearance button directly.	1. At extension 10 or 11, press Admin. 2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Centralized Programming. When displayed, press Select. 3. At the Extension: prompt enter the extension that you want to configure. 4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Button Programming. When displayed, press Select. 5. At the Button: prompt enter from 03 to 80 or press the corresponding line appearance button directly..

2. The current setting of that button is displayed.
3. Press Program and either dial #14 or use the ▲ up or down ▼ arrow buttons to scroll the display to Voice Mailbox Transfer and press Select.
4. The current setting of the button will now be set to Voice Mailbox Transfer.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

Chapter 15.
System Maintenance

15. System Maintenance

The functions in this section are not shown when browsing the menu of system administration options on a phone. Instead they are only displayed when the appropriate code is entered in the menu.

- Copy Extension Settings 151
  Copy the user settings (except name and number) from one extension to another of the same type.
- Remote Administration Password 152
  Change the password used for PC access to the system configuration settings.
- Backup the Configuration 154
  Backup the current configuration.
- Restore the Configuration 155
  Copy a previous backup of the configuration file from a card in the Optional SD slot, to the System SD card and restart the system with the new configuration.
- System Copy 156
  Copy the System SD card files to the Optional SD card.
- System Default 157
  Restart the system and return all settings to their defaults.
- System Reset 158
  Save the system settings and restart the system.
- System Shutdown 159
  Save the system settings and shutdown the system for maintenance.
- System Upgrade 160
  Copy new software from the Optional SD card to the System SD card and then restart the system using the new software.

SD Cards

The phone system has slots for SD cards which are used to store various files needed by the phone system. The System SD slot must always contain an Avaya IP Office PARTNER Version SD card.

Cards can be inserted while the system is running. However cards should only be removed while the system is shutdown. This ensures that the card is not removed while files are being written to the card as that could cause corruption of those files.

15.1 Copy Extension Settings

Set up your system by programming one extension for each type of telephone in the system. You can then use copy settings to program other telephones of the same type. For example, you can program one ETR 18D telephone and then copy its settings to any other extensions that have ETR 18 telephones.

To copy settings from one extension to another of the same type (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #399. The phone displays Copy Settings.
3. At the Extension prompt, enter the source extension to copy from.
4. At the next Extension prompt, enter the target extension to copy to, any extension except the source extension is valid.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To copy settings from one extension to another of the same type (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #399. The display will show Copy Settings:.
5. At the Extension: prompt enter the number of the extension from which you want to copy the settings.
6. At the next Extension: prompt enter the number of the extension to which you want to transfer the copy.
7. If Proceed is not displayed or there is a problem, additional text messages may be displayed.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.2 Remote Administration Password

This password is used for system administration from a PC using the IP Office Manager application.

To program a remote administration password (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #730.
3. If a system password 43 has been set, the prompt Enter Sys Password: is displayed. Enter the four digit system password.
4. The current password is displayed or dashes if no password has been set.
5. Enter or change the password.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		2	2abcABC		3	3defDEF
4	4ghiGHI		5	5jklJKL		6	6mnoMNO
7	7pqrsPQRS		8	8tuvTUV		9	9wxyzWXYZ
*	*:;<=>?@[\]^_`		0	0 Space		#	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the password. Note that the password is case sensitive and must be unique. French and Spanish languages do not offer accented characters.
6. To save the password, press Enter 14. The bottom line of the display shows the password as it has been entered.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To program a remote administration password (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #730.
5. If a system password 43 has been set for the system, you will be prompted to enter that password before you can proceed.
6. The display will show Remote password:.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		2	2abcABC		3	3defDEF
4	4ghiGHI		5	5jklJKL		6	6mnoMNO
7	7pqrsPQRS		8	8tuvTUV		9	9wxyzWXYZ
*	*:;<=>?@[\]^_`		0	0 Space		#	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the password. Note that the password is case sensitive and must be unique. French and Spanish languages do not offer accented characters.
7. Use the dial pad to enter an password of up to 8 characters. When completed press Enter. To remove the characters entered so far press Clear.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.3 Clearing a Backup Alarm

If an automatic backup fails, a backup failure alarm message appears instead of the system date and time at idle extensions 10 and 11. After correcting the problem that caused the failure, you can clear the backup failure alarm.

To clear a backup alarm (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #123. The phone displays Clear Backup Alarm.
3. Press Enter 14 to clear the backup alarm.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To clear a backup alarm (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Parameters. When displayed, press Select.
   - Alternatively, dial # and the same code as used by ETR phones for system administration 7.
4. Use the ▲ up or down ▼ arrow buttons to scroll the display to Clear Backup Alarm. When displayed, press Select.
5. To clear the alarm press Proceed.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.4 Backup the Configuration

An automatic system backup occurs between 12 midnight and 1AM every night. This copies the contents of the */system/primary* folder on the System SD card over the */system/backup* folder. Any files with matching file names will be replaced.

You can use the procedures below to perform a manual backup. You might want to do this if you have just completed a large number of programming changes. This process can take approximately 6 minutes.

To begin a manual backup of system settings (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #124. The display will show System Manual Backup.
3. Press Enter 14 to start the backup. The display will show Backup in Progress.
4. If the backup was successful, the telephone display will show the message Backup Successful.
5. If a backup fails the telephone display will give the reason why the backup was unsuccessful.
    - Shutdown and Insert Card
      No card was detected in the phone system's System SD card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
    - System Busy
      Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
    - Backup Failed
      This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.
- If you exit the procedure before the backup has finished, the backup will continue but no feedback will be displayed.

To begin a manual backup of system settings (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #124. The display will show System Manual Backup:. Press Proceed to start the backup.
5. If Proceed is not displayed or there is a problem, additional text messages may be displayed.
    - Shutdown and Insert Card
      No card was detected in the phone system's System SD card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
    - System Busy
      Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
    - Backup failed.
    - If a backup fails the telephone display will give the reason why the backup was unsuccessful.
6. If the backup was successful, Backup Successful is displayed.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.5 Restore the Configuration

You can restore a previous backup [154] by copying a configuration file from a card in the Optional SD slot, to the System SD card and restart the system with the new configuration.

- WARNING
  This process will restart the phone system and disconnect all currently connected calls.

To restore the previous backup (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
1. Dial #125. The display shows System Manual Restore.
2. Press Enter [14] to start the restore.
   - Restore Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the restoration or the card has become corrupted.
3. If the restore is successful, the system will be restarted.

To restore the previous backup (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #125. The display will show System Manual Backup:. Press Proceed to start the restore.
5. If Proceed is not displayed or there is a problem, additional text messages may be displayed.
   - Shutdown and Insert Card
     No card was detected in the phone system's System SD card slot. For correct operation of the phone system the Avaya SD card should always be present at all times.
   - System Busy
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
   - Restore Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the restoration or the card has become corrupted.
6. If the restore is successful, the system will be restarted.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.6 System Copy

This process copies all files on the SD card in the System SD card to an SD card in the Optional SD card slot. It includes the voicemail files including message files. Any matching files and folders on the optional SD card are overwritten.

The card in the Optional SD card slot must be an SDHC type card 4GB capacity.

The process is a simple copy. Any files already copied that change while the process are not recopied. Any new files added, for example voicemail messages, while the process is running may not be copied.

This process can take up to approximately 90 minutes and may take much longer depending on the amount of data to be copied.

To copy the System SD card (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #732.
3. Press Enter 14 to start the copy. The phone displays Copy In Progress.
4. If the copy is not successful, the display will indicate the probably cause:
   - Shutdown and Insert Card
     There is no SD card in either the Optional SD or the System SD card slot.
   - Copy Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.
   - Card is Write Protected
     The SD card in the Optional SD card slot is write protected.
   - System Busy
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.

To copy the System SD card (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #732. The display will show System Copy:. Press Proceed to start the copy. The phone displays Copy In Progress.
5. If Proceed is not displayed or there is a problem, additional text messages may be displayed.
   - Shutdown and Insert Card
     There is no SD card in either the Optional SD or the System SD card slot.
   - Copy Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the backup or the card has become corrupted.
   - Card is Write Protected
     The SD card in the Optional SD card slot is write protected.
   - System Busy
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

15.7 System Default

Use this feature to reset the system and return its configuration to the default settings. Reset the system only when advised to do so by technical support personnel.

- WARNING
  This process will restart the phone system and disconnect all currently connected calls.
- The system reset begins immediately. It takes approximately 5 minutes.

To default the system (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #989.
3. When the Restart - Defaults: prompt is displayed, dial 25327 (C L E A R).
4. The system will be immediately restarted.

To default the system (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Dial #989.
4. When the Restart - Defaults: prompt is displayed, dial 25327 (C L E A R).
5. The system will be immediately restarted.

15.8 System Reset

Use this feature to reset the system while retaining the currently programmed settings. Reset the system only when advised to do so by technical support personnel.

- WARNING
  This process will restart the phone system and disconnect all currently connected calls.
- The system reset begins immediately. It takes approximately 5 minutes.

To reset the system (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #728.
3. At the Reset - Save All prompt press Enter 14.

To reset the system (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Dial #728.
4. At the Reset - Save All prompt press Proceed.

15.9 System Shutdown

Before maintenance on the phone system it should be shutdown using one of the processes below. Just simply switching off power to the phone system may cause data to be lost.

Maintenance includes actions such as removing any of the SD cards in the phone system's Optional SD and System SD card slots.

Once the system has shutdown you can switch off power to the system. To restart the system switch the power back on.

- WARNING
  This process will restart the phone system and disconnect all currently connected calls.

To shutdown the system (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #729.
3. At the Shutdown - Save All: prompt press Enter 14.
4. When the system has completely shutdown, the phone display will be blank. The LED 1s on the front of the phone system will alternately flash red/orange and the CPU LED on the rear of the phone system will flash orange.
5. Power to the system can now be switched off.

To shutdown the system (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
3. Dial #729.
4. At the Shutdown - Save All: prompt press Proceed.
5. When the system has completely shutdown, the phone display will be blank. The LED 1s on the front of the phone system will alternately flash red/orange and the CPU LED on the rear of the phone system will flash orange.
6. Power to the system can now be switched off.

15.10 System Upgrade

In order to upgrade the software being used by the phone system, your maintain may provide the new software on an SD card. This process can be used to copy that software to the SD card used by the system.

This process copies the software files in the \system\primary folder on an SD card inserted into the system's Optional SD card slot to the same folder on the SD card in the system's System SD card slot. The system will then be restarted using those files.

- WARNING
  This process will restart the phone system and disconnect all currently connected calls.
- This process takes approximately 10 minutes or more and should not be interrupted once started.

To upgrade the system (ETR 18D/34D)

1. At a system administration extension (10 and 11); with the phone idle press Feature 0 0 followed by two presses of Intercom 1. System Administration: is shown on the display.
2. Dial #731. The phone displays System Upgrade.
3. Press Enter 14 to start the upgrade. The phone will display Upgrade In Progress.
4. If the upgrade is not successful, the display will indicate the probably cause:
   - Shutdown and Insert Card
     There is no SD card in either the Optional SD or the System SD card slot.
   - Upgrade Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the upgrade or the card has become corrupted.
   - System Busy
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
5. If the upgrade is successful, the system restarts.

To upgrade the system (1408/1416 Phone)

1. At either of the system administration telephones (extensions 10 and 11), with the phone idle press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to System Administration. When displayed, press Select.
4. Dial #731. The display will show System Upgrade:. Press Proceed to start the upgrade. The phone will display Upgrade In Progress.
5. If the upgrade fails, the telephone display will give the reason.
   - Shutdown and Insert Card
     There is no SD card in either the Optional SD or the System SD card slot.
   - Upgrade Failed: Try Again
     This message indicates that there was some problem. For example the card in the phone system's System SD card slot was removed during the upgrade or the card has become corrupted.
   - System Busy
     Another backup, restore, upgrade or copy was already in progress at the time the manual process was requested.
6. If the upgrade is successful, the system will be restarted.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

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